

# Key Facts for our M Access ISA and M Fixed Rate ISA



**keyfacts**®

The Financial Conduct Authority is a financial services regulator. It requires us, Virgin Money, to give you this important information to help you to decide whether our Cash ISA is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

## What is a Cash ISA?

It's an Individual Savings Account (ISA). This means you need to go it alone as you can't have a joint account.

## What is the aim of a Cash ISA?

An ISA lets you save money without paying tax on the interest you earn.

Each tax year (which runs from 6 April in one year to 5 April in the following year) you get an annual ISA allowance. It's set by the UK Government. The tax treatment of ISAs depends on your individual circumstances. It may change in the future, including how much you can pay in each year. For more information on the annual ISA allowance, visit our website, or contact HM Revenue & Customs (HMRC).

There are other types of ISAs and they may have different rules. Your annual ISA allowance can be spread across all of your ISAs. But you can only pay into one Virgin Money Cash ISA and one Virgin Money Stocks and Shares ISA in any tax year. If you've got any questions please get in touch.

## Who can open a Cash ISA?

UK residents aged 18 or over can invest in a Cash ISA. UK residents who are 16 or 17 and already have a fixed rate Cash ISA with Virgin Money will be allowed to select an appropriate Cash ISA to reinvest their funds into at maturity. If you're a member of the armed forces or a Crown servant (for example diplomatic or overseas Civil Service) or their spouse or civil partner if you do not live in the UK, you can also open a Cash ISA. These Cash ISAs may have additional requirements. Check out our Terms for more info.

Sometimes we won't be able to open a Cash ISA for you. We might not be able to tell you why, but we'll always let you know if that happens.

We can't accept Additional Permitted Subscriptions (APS) directly into these M ISAs. If you have an APS allowance following the death of your husband, wife or civil partner, please get in touch as we may have a suitable ISA for these funds.

## How much can I put into my Cash ISA?

For the 2025/2026 tax year, your annual ISA allowance is £20,000. You can pay in up to your allowance each tax year. But you can only pay into one Virgin Money Cash ISA in a tax year. Remember if you are also paying into any other ISA in the same tax year, payments to that ISA will also count towards this allowance.

## Can I transfer my Cash ISA?

Yes. You can transfer your Virgin Money Cash ISA to another provider if you want to, in accordance with the ISA regulations. For example, you must transfer all the money you've paid into that ISA during the current tax year. But you can choose to transfer all or part of your previous years' payments as well – you decide. You can also transfer your existing ISA to us – please check the terms of your existing ISA for more information.

Check our Terms and Key Product Information sheet (but we'll just use KPIs for short) for more information or ask us.

## Which Virgin Money M ISA is right for you?

Subject to availability, we offer these two types of M ISAs, but we also have other ISAs which you may be interested in. Please see our website for more information.

Continued overleaf...

ISA type	What the product offers	Example
M Access ISA	We don't charge an administrative fee to manage your account.	Assuming the annual ISA allowance is £20,000. On 6 April you pay in £5,000. On 10 December you take out £2,500. You can pay in a further £17,500 up until 5 April the following year.
	Variable interest rate. This means the rate may change.	
	Access your money anytime, with no charges. Remember, if you close your ISA, that money will no longer benefit from the tax treatment an ISA receives, unless it is transferred directly to another ISA by your ISA provider.	
	Flexible ISA. You can replace money taken out without impacting your annual ISA allowance. Remember, any money you put back in must go into the same account in the same tax year it was taken out.	
	If you close your account (unless you cancel it within 14 days) after making current tax year payments you won't be able to open or pay into another Virgin Money Cash ISA in the same tax year and those payments will count towards your annual ISA allowance.	
	The maximum you can save in your account each year can't exceed the annual ISA allowance.	
	An ISA offers you the benefit of not paying tax on interest earned on your savings. Each ISA has eligibility criteria – we'll tell you what they are in the KPIs.	
M Fixed Rate ISA	M Fixed Rate ISAs are only available for limited periods.	Assuming the annual ISA allowance is £20,000. On 10 April you pay in £5,000. On 25 April we stop selling the account. You can pay in a further £15,000 up until 25 May, which is 30 days after we stopped selling the account.  Remember, you can't put any more money in after these 30 days until the fixed rate period ends.
	We don't charge an administrative fee to manage your account.	
	Fixed interest rate for a fixed period of time. Check your KPIs for details.	
	You can pay money into your ISA as soon as it's opened, right up until 30 days after we stop selling this account. After that you can't pay in any more money. You can pay as much as you like into your account – up to the annual ISA allowance. Check your Terms for more details.	
	You can take all or part of your money out of this ISA before the end of the fixed term but there will be a charge. Check your KPIs for details. Remember that any money you take out of your ISA will no longer benefit from the tax treatment an ISA receives, unless it is transferred directly to another ISA by your ISA provider.	
	At the end of the fixed term, subject to eligibility we'll move you onto an M Access ISA. We'll write and tell you at least 14 days before the end of the fixed rate period. See your Terms for more info.	
	If you close your account (unless you cancel it within 14 days) after making current tax year payments you won't be able to open or pay into another Virgin Money Cash ISA in the same tax year and those payments will count towards your annual ISA allowance.	
	The maximum you can save in your account each year can't exceed the annual ISA allowance.	
	An ISA offers you the benefit of not paying tax on interest earned on your savings. Each ISA has eligibility criteria – we'll tell you what they are in the KPIs.	

### Can I cancel my Cash ISA?

Yes. You can cancel your Cash ISA in the first fortnight of opening it, without charge. Just visit us in branch or call us on 0800 028 4836. We'll help you close your account so you won't lose your right to save in another Cash ISA for this tax year. We'll also ensure all your money is returned to you.

### How do I complain?

We'd love to think we always get it right but we're only human and sometimes we slip up. If we do, let us know and we'll try to fix it. You can talk to us in branch, call us or write to us to tell us about your complaint. You can ask us for more information about how we handle complaints. We have a leaflet too.

If you don't feel any happier after we've looked into it, you can ask the Financial Ombudsman Service (FOS) to take over. If they don't think we have handled it properly they'll let us know and we'll put it right. If you opened your account online, you can send your complaint to the FOS using the European Online Dispute Resolution website at [ec.europa.eu/odr](https://ec.europa.eu/odr). (There's a chance Brexit may change this bit, but you'll still be able to ask FOS to take a look.)

**Write:** Financial Ombudsman Service Exchange Tower London E14 9SR  
**Call:** 0800 023 4567 or 0300 123 9123

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
**Visit:** [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk)

### Financial Services Compensation Scheme

These Cash ISAs are protected by the Financial Services Compensation Scheme (FSCS). More info on the scheme can be found on the FSCS website at [FSCS.org.uk](https://www.fscs.org.uk).

### Further details

This is a brief guide to the Key Facts of the Virgin Money M ISAs only.

Further details are contained within the Terms and Key Product Information sheet. It is important you read these. Any questions, please contact us. All our contact info is detailed in your Terms.

You should also speak with your adviser if you've any doubt about the appropriateness of these products for your needs.