



Welcome to your Junior Cash ISA

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Thanks for choosing us to take care of your child's junior cash ISA savings. If you're aged 16 or 17, perhaps you've opened the account yourself. Either way, at Coventry Building Society, we've been helping savers and borrowers since 1884, so you know your money's in good hands.

Junior cash ISAs are a great way to build up savings for the future, without the interest being taxed. You can save up to £9,000 each tax year, and transfer savings from another junior cash ISA, a junior stocks and shares ISA or Child Trust Fund.

We pay the interest once a year (at the end of September), as well as paying any remaining interest due when the child turns 18. The interest rate's variable, which means it can go up or down. You can find the current rate on our website, or ask us.

Remember, all the money in the account belongs only to the account holder. Once they turn 18, their Junior Cash ISA matures into a standard cash ISA, and they'll be able to access their money.



Let's keep in touch

You're always welcome to contact us if you've got any questions about the account. We'd also like to make sure we can touch base with you sometimes - whether it's to do with the Junior Cash ISA, or whether we've got news or other interesting things we'd like to share. We need to have up-to-date contact details for both the Registered Contact and child so we can stay in touch. If any of the contact details need changing, please get in touch with us.

Ways to contact us



Online at **thecoventry.co.uk**



Write to us at Oakfield House, PO Box 600,
Binley, Coventry CV3 9YR



Call us on **0800 121 8899**



Email us at **support@thecoventry.co.uk**

Making our services accessible

If you feel like you might need extra support, on a short or long term basis – for any reason – there are lots of ways we can help.



Scan the QR code or go to

www.coventrybuildingsociety.co.uk/member/supportingmembers

for more information on how we can help or to download the Making our Services Accessible leaflet.



We can also send you a copy of the Making our Services Accessible leaflet, or this leaflet, in large print, Braille or on audio CD. Call us on **0800 121 8899** and we'll be happy to help.

Paying money in

You can save anything from £1 up to the maximum junior cash ISA allowance (currently £9,000) each tax year. Anyone can pay in.

Setting up a transfer from another organisation might be the quickest and easiest way to pay money in.

If you're over 16 and want to set up a transfer from another Coventry account, using Online Services or our app is the fastest way to go. If you're under 16 or haven't got Online Services or our app and you'd like to pay in, get in touch.

The details you'll need:

Sort code: **40-63-01**

Account number: **Sometimes you might find we use 9 digits to display your account number. If so, just leave off the first digit.**

When making an online payment you will get a notification confirming that the payment details you have provided match an existing account. Be sure to check the payment details carefully, so that your money goes to the right account.

You can pay in cash or cheques at a branch, or post cheques to us at: **FREEPOST CBS CUSTOMER SERVICES**. You don't need a stamp.

Cheques should be payable to the account holder. You'll need to write the account number of the Junior Cash ISA on the back of the cheque.

A good tip if you're over 16



If you haven't already registered for Online Services, go to our website and register now. It's easy to use and a quick way to keep an eye on your account.



Our app is also available to download from the Google Play Store or App Store; just search for 'Coventry Building Society' and follow the steps in the app to register.



ISA transfers

You can transfer current and/or previous years' savings from another junior ISA into this one.

Remember: you can only hold one junior cash ISA at a time, so you would need to transfer any junior cash ISA funds in full. You can move some of or all of your savings from a junior stocks and shares ISA into a junior cash ISA.

And if you want to move money from a Child Trust Fund, all of these funds have to be transferred to the junior cash ISA account.

Just get in touch with us and we can arrange this.

No access

As is the case with all junior cash ISAs, you can't take out money or close the ISA before the child's 18th birthday. You can transfer all the savings to another junior cash ISA provider though, if you want to.

If your child has a life-limiting illness, you might be allowed to take out money or close the account if HMRC says you can. Go to the Government website (gov.uk/junior-individual-savings-accounts) to find out more.

What happens at ages 16 and 18?

When the account holder reaches 16, the Registered Contact can be removed from the account.

At 18, the Junior Cash ISA will automatically be converted into an easy access cash ISA with us (called a 'Matured Junior ISA'). To use it, the account holder will need to sign an application form and show us some recent ID.

If you've got both a cash ISA and a Matured Junior ISA, you can only pay into one of them in each tax year. So you might decide it's easier to transfer all your ISA savings into one account.

Checking your account

You can get a paper statement, or check your balance or your rate at any time. Just call us on **0800 121 8899** or come into any branch.

If you change your mind

We really hope you'll be happy with your Junior Cash ISA. But if for some reason you change your mind, all our ISAs give you a 14-day cancellation period after you make your first payment. Day 1 starts from the day you make your first payment into the account, so if you did this on the first day of the month, your cancellation period would finish on the 15th day of the month.

To do this, come and see us in a branch, call us or write to us. It'll be treated as if you'd never had the Junior Cash ISA.

After 14 days, you can't close the account, but you can transfer the savings to another junior cash ISA provider whenever you like. You don't have to give notice, and you won't be charged or lose any interest. Just ask the new provider to set up the ISA transfer.

If you're not happy with our service

Please tell us. We pride ourselves in dealing with problems quickly, thoroughly and fairly - and our members' interests are at the heart of everything we do. If you're still not satisfied once we've finished our complaints procedure, you can take your complaint to the Financial Ombudsman Service. Visit **[financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk)**



Contact us



At a branch

For details of our opening hours, visit **[thecoventry.co.uk](https://www.thecoventry.co.uk)**



Online

[thecoventry.co.uk](https://www.thecoventry.co.uk)



By phone

0800 121 8899



By post

Oakfield House, PO Box 600,
Binley, Coventry CV3 9YR.

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority (firm reference number 150892).

The information in this leaflet is provided for your information only and should not be taken as advice. Legally binding terms and conditions can be found in the Specific Terms for Junior Cash ISA and our Saving Accounts Terms and Conditions.

For more information, visit our website **[thecoventry.co.uk](https://www.thecoventry.co.uk)**, call us on **0800 121 8899** Monday to Friday 8am-7pm or Saturday 9am-2pm, or pop into a branch. Calls to 0800 numbers are free from the UK. Calls may be monitored or recorded to help improve our service and as a record of our conversation.

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