

Lloyds Banking Group Share ISA

Frequently Asked Questions

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How do I calculate the value of my ISA?

You can call the HISL helpline (0870 6066 417) to confirm the current value of your ISA.

You should note that as the price of shares constantly changes throughout the day, if you decide to sell the shares in your ISA, the price that you receive might be more or less than the price provided.

How do I close my ISA?

Written instructions should be sent to the Administration Centre, Halifax Investment Services Limited, BNY Mellon House, Ingrave Road, Brentwood, Essex, CM15 8TG.

When we receive your instructions, we will arrange for your shares to be sold and a cheque posted to you in accordance with the plan conditions.

However, if you ask us when you request closure of your ISA, we can arrange to send you a share certificate or for the shares to be transferred into a Halifax Share Dealing Account . You can open a Share Dealing Account on line or by phoning 08457 22 55 25. If you wish to transfer your shares from your ISA into a Halifax Share Dealing Account, you must firstly open your Share Dealing Account. Once you have done this you should then write to the Halifax Investment Services Limited Administration Centre, requesting the transfer of your shares into your Halifax Share Dealing Account and quote your Halifax Share Dealing account number.

What price will I get when my shares are sold?

We will sell the shares in your ISA as soon as reasonably practicable after we receive your written instructions. This will normally be no later than the working day after we receive your written instructions. However, if we receive your instructions before 12 noon, we would normally deal on the same day.

The price that you receive will depend on the date and time that the deal is placed with HISL's stockbroker.

Can I cancel the deal if I change my mind after the shares are sold?

Yes, if your written confirmation is received before the sale instructions have been sent to HISL's stockbroker.

Can I set a minimum price?

It is not possible to accept instructions to sell based on a minimum price.

Will you notify me of the price obtained when the shares have been sold?

Yes, you will receive a letter informing you of the price obtained for your shares. This is sent out by first class post on the day that the deal is placed.

When will I receive the sale proceeds?

The sale proceeds will be sent to you no later than 8 working days after the deal has been placed.

What are the charges for closing the ISA?

There is an administration charge of £15.00 plus VAT when you close your ISA. You must also pay a stockbroker dealing charge of 0.15% of the value of the shares sold, when shares in your ISA are sold.

Will I have to pay tax (income or capital gains) on the proceeds of the sale?

No. You do not have to pay any income or capital gains tax on the proceeds of sale as your shares were held in an ISA.

Can I take the shares out of my ISA and how long will it take to receive the share certificate?

If you specifically request this when you ask us to close your ISA, we will arrange for the shares to be sent to you. Alternatively, you can ask us to transfer the shares to an existing Halifax Share Dealing Account.

However, a small number of shares may have to be sold in order to cover any outstanding annual management charges that are due. If you request a share certificate, this will take about 2 to 3 weeks to reach you.

Your written closure request must specifically state that you want your shares to be sent to you. If it does not do so, then the shares will be sold in accordance with the ISA conditions.

You should be aware that if you take your shares out of an ISA, all tax advantages cease.

Can I withdraw cash from my ISA?

Yes, you can withdraw cash from your ISA at any time by telling us to sell shares in your ISA. However, unless you are closing your ISA, you can only make a withdrawal if it is for at least £250, and the market value of your ISA will be at least £1,000 after you have made the withdrawal.

If I hold my shares in a Lloyds Banking Group Share ISA, can I still attend and vote at the Annual General Meeting or any General Meeting?

Yes. The information pack that you receive prior to the meeting will enable you to give us your voting instructions or ask us to arrange for you to cast your votes in person.

I currently have my Lloyds Banking Group plc dividends and any tax credits paid into my bank account. Can I request that the dividends be used to buy further Lloyds Banking Group plc ordinary shares for my ISA?

Yes, please complete the Change of Mandate Form and return it to our administration centre.

I currently have my Lloyds Banking Group plc dividends and any tax credits paid by cheque. Can I have this money paid into my bank account instead?

Yes, please complete the Change of Mandate Form and return it to our administration centre.

My Lloyds Banking Group plc dividends and associated tax credits are currently used to buy more Lloyds Banking Group plc ordinary shares for my ISA. Can I have this money paid into my bank account instead?

Yes, please complete the Change of Mandate Form and return it to our administration centre.

What charges do you make for managing my Lloyds Banking Group Share ISA?

These charges are detailed in the plan conditions. If you would like a full copy of those plan conditions, please write to our administration address to request one.

Annual Management Charge:

We make an annual management charge for managing your plan. We calculate this charge by valuing your plan every month. The charge is payable every month for the previous month. The current annual management charge is 0.5% (plus VAT) per annum of the value of your plan (subject to a maximum of £12.75 (plus VAT) each month).

Dealing Charges:

Stockbrokers' commissions (currently 0.15% of the value of the shares purchased or 0.15% of the value of the shares sold);

Stamp duty/stamp duty reserve tax (currently 0.5% of the value of the shares purchased); and

Administration Charges:

If you make a withdrawal from your plan we will make a charge of £15 (plus VAT) for each withdrawal.

If you close your plan, we will make a charge of £15 (plus VAT).

If your plan becomes void by reason of any failure to satisfy the provisions of the ISA Regulations and we have to sell the shares in your plan, we will make a charge of £15 (plus VAT).

If you transfer your plan to another plan manager, we make a charge of £20 (plus VAT).

We may make a charge of £10 (plus VAT) every time you write to tell us what to do in connection with any corporate reorganisation or other capital event affecting Lloyds Banking Group plc, including a take-over.

We will make a charge of £10 (plus VAT) every time you ask for a duplicate statement.

Glossary

Additional cash. Most ISAs where the holder directly selects his/her own investments carry a small amount of cash. There are two main reasons for this:

If you have asked us to use your dividends and associated tax credits to buy more shares for your ISA, then following the re-investment there will usually be a small amount of cash remaining. Secondly, because we wait for receipt of your tax credit before we either buy more shares for your ISA or send you a cheque, your dividend will earn interest. Interest is credited to plans quarterly.

Our **administration address** is Halifax Investment Services Limited, BNY Mellon House, Ingrave Road, Brentwood, Essex CM15 8TG.

We make an annual management charge for managing your ISA. This is calculated by valuing your ISA every month. The charge is payable every month for the previous month. The current annual management charge is 0.5% (plus VAT) per annum of the value of your ISA (subject to a maximum of £12.75 (plus VAT) each month).

If you **close your ISA**, we will make a charge of £15 plus VAT.

If you **transfer your ISA** or part of your ISA to another ISA manager, we will make a charge of £20 (plus VAT).

A full copy of the Lloyds Banking Group Shares ISA conditions can be obtained by writing to our administration address or telephoning the HISL helpline on 0870 6066 417.