

# Smart Investor Transfer In Cashback Offer – FAQs

6 April 2024 – 30 August 2024

## How and when will I be paid the cash incentive offer?

We'll make the payment to your nominated bank account linked to your eligible Smart Investor accounts within 60 business days following the end of the offer period or within 60 business days after the completion of the last eligible transfer, whichever is later.

The cashback amounts are as follows depending on the total value of assets transferred

Value of assets transferred	Payment
£5,000 - £9,999	£50
£10,000 - £24,999	£100
£25,000 - £49,999	£250
£50,000 - £74,999	£350
£75,000 - £99,999	£500
£100,000 +	£1,000

The terms and conditions of the offer have full details [here](#)

### 1. How can I transfer my investments?

Transferring to us is simple. Just tell us where you're transferring from and what you want to transfer and we'll do the rest.

- 1) Open an account - to transfer in investments you'll need to open the type of eligible account you wish to transfer: an Investment ISA or an Investment Account
- 2) Select 'Transfer in investments' within your Investment ISA or Investment Account
- 3) Choose between transferring your assets in their current form or selling them and transferring the cash proceeds
- 4) Tell us the name of your current provider, your account details and how much you want to transfer
- 5) We'll do the rest - for most transfers, that's all you need to do. We'll work with your current provider to move the cash/assets over. If your current provider requires signed paperwork, we'll generate this for you and store it on '[Statements and documents](#)' for you to sign and return to us.

Transfer timescales – the amount of time it takes to complete can vary depending on where you switch from. Typically, it takes around 30 days but sometimes it can take longer.

### 2. I opened a Smart Investor account before the offer started, but I've transferred during the offer period. Am I eligible for the Offer?

Yes, as long as you completed the registration form and submitted your request to transfer into an eligible account within the offer period.

### 3. Will I receive payment for transfers I requested before 6 April 2024 which complete during the offer period?

No, you have to register for the offer and request a transfer into an eligible account within the offer period to receive the payment.

### 4. Will I receive a payment if my transfer completes after the end of the offer period?

Yes, as long as you completed the registration form and submitted your request to transfer into an eligible account within the offer period.

### 5. If I make multiple transfers, will I receive my payment for each one individually?

No. We'll only make one payment based on the total value of eligible transfers requested during the offer period, which has to be at least £5,000 (excluding fees).

### 6. How long do I have to decide whether I want to transfer into Smart Investor?

The offer period is from 6 April 2024 [at 12:01am GMT] to 30 August 2024 [at 11:59pm BST]. We promote offers on a regular basis. However, it's important that you take enough time to decide whether transferring your investments to us is right for you. You must complete the online registration/opt in form before you initiate a transfer in request. If you need more time and wish to qualify for the offer, please wait until the next offer period.

### 7. Is there a minimum amount of time the assets have to remain in my account in order to receive the payment?

No, but your account needs to be open at the end of the offer period to be eligible to receive the cashback payment.

### 8. What kind of cash transfers are eligible for the offer?

Assets (including cash) transferred within a general investment account or ISA from third-party investment platforms are eligible for the offer. This also includes transferring Barclays cash ISAs or cash ISAs from other third-party firms, including other banks. You should ensure you're fully aware of the risk-free returns you'll forego by transferring your cash out of a Cash ISA, which may also have more stable returns than an investment ISA.

Funding a Smart Investor account with cash from a nominated bank account doesn't qualify as an eligible cash transfer.

### 9. What assets are eligible for the offer?

Any asset held within an ISA or a general investment account (including cash, stocks and shares, funds, investment trusts or exchange traded funds) is eligible.

Transfers of assets held in a Lifetime ISA and transfers into a Barclays Self-Invested Personal Pension aren't eligible.

**10. Are certificated transfers eligible for the offer?**

No, transfers of physical share certificates aren't eligible.

**11. Are international shares eligible for this offer?**

Yes, international shares transferred to an eligible account are eligible. However, there are certain limitations relating to holdings of a Crest Depository Interest (CDI). Please refer to the [Terms and Conditions](#) for full details

**12. Will you match competitor offers?**

No, we don't match competitor offers.

**You can get this item in Braille, large print or audio by contacting us to advise us of your requirements.**

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