

Tisa Exchange (TeX) communication update

Here's a summary of the Isa manager updates we've received from TeX. It provides details on how different providers are dealing with transfer instructions at this time.

Ceding company name	TeX communication (Isa managers)	Other contact details
Aviva (not Aviva Investors)	Phone lines closed. All transfer chasers to be sent to them via email, see below for mailbox. Isa transfer requests via email, scanned password protected PDF document. No cheques, electronic payments only.	
	Cash transfer into Aviva	platformtransfersin@aviva.com
	Cash transfer out of Aviva	platformmoniesout@aviva.com
	All re-registration instructions	platforminspecie@aviva.com
Barclays	Phone lines closed All transfer chasers to be sent to them via email.	pboisatransfersout-escalations@barclayscorp.com
Blankstone Signton	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	s.mather@blankstonesington.co.uk
BMO Fund Management Ltd / BMO Asset Management Ltd	No longer accepting post to: BMO Global Management, Exchange House, Primrose St, London, EC2A 2NY. See appropriate address as below:	
BMO Fund Management Ltd - OEIC, Isa and General	Postal address: BMO Fund Management Ltd PO Box, 9040, Chelmsford, CM99 2XH	T: 0330 123 3798
BMO Asset Management Ltd	Postal address: BMO Asset Management Ltd PO Box, 1114, Chelmsford, CM99 2DG	T: 0345 600 3030
Bricklane	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	support@bricklane.com
Brown Shipley	Isa transfer requests via email, scanned password protected PDF document. No cheques, electronic payment only. Phone lines remain open.	custody.isa@brownshipley.co.uk
Castle Trust	Isa transfer requests via email, scanned PDF document. Transfer chasers via email. No cheques, electronic payments only.	investments@castletrust.co.uk
Courtiers Investment Services Ltd	Isa transfer requests via email, scanned PDF document. Transfer chasers via email. No cheques, electronic payments only.	newbusinessservicing@courtiers.co.uk
Crowdstacker	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	info@crowdstacker.com
Crowd2Fund	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	jen.garcia@crowd2fund.com

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Cumberland Building Society	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	Investment.Services@cumberland.co.uk
Dudley Building Society	Phone lines closed. All transfer chasers to be sent to them via email.	savings@dudleybuildingsociety
EFG Private Bank	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	Accounts_ISAs@efgha.com
Freetrade	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	transfers@freetrade.io
FundingSource Ltd	Isa transfer requests via email, scanned password protected PDF document. No cheques, electronic payments only.	ifisa@fundingsecure.com
HSBC, Private Banking	Isa transfer requests via email, scanned password protected PDF document. No cheques, electronic payments only.	pbgbstocktransfers@hsbcpb.com
Gojo - Isa admin for: Amberside, ArchOver, Assetz Capital, Blackmore Bonds, Capital Rise, Crowd Property, Downing, Fluid, Fortis, Landbay, Rebuilding Society, Signia Wealth, The House Crowd, The Route, Tifosy and UK Bond Network	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	platformsupport@goji.investments
Hargreaves Lansdown	Due to staff working from home they have temporarily closed their phone lines. All transfer chasers to be sent to them via email.	No details provided
IG Markets	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	transfers@ig.com
Interactive Investor	Can still accept paperwork into the office but would recommend being done electronically. Isa transfer requests can be emailed with password protected scanned PDF document.	transfersout@ii.co.uk
Jarvis	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	No details provided
Legal & General UTM and Legal & General PMS	TISA line closed with effect from 23 March until further notice.	No details provided
Lending Works	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	cs@lendingwork.co.uk
LGT Vestra LLP	Isa transfer requests via email, scanned password protected PDF document. No cheques, electronic payments only.	Transfers@LGTVestra.com
Loanpad	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	isa@loanpad.com

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Metfriendly	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	info@mpfs.org.uk
Moneybox	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	transfers@moneyboxapp.com
	To obtain their bank details for transfers to them:	finance@moneyboxapp.com
Moneyfarm	Isa transfer requests via email, scanned password protected PDF document. No cheques, electronic payments only.	isatransfer@moneyfarm.com
	If you need to contact them for any further information:	operations@moneyfarm.com
Nationwide	No cheques, electronic payments only. They have not mentioned if they can accept transfer requests via email.	No details provided
NatWest/RBS	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	~ISAInManualTransfers@rbs.co.uk
NatWest & RBS Stocks & Shares Isa's, Coutts & Co and Adam & Co	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	asset.transfers@coutts.com
Orbis Investments (U.K.) Ltd	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email or phone. No cheques, electronic payments only.	T: 0800 358 2030 E: operations@uk.orbis.com
Praemium	Isa transfer requests via email, scanned password protected PDF document. No cheques, electronic payments only.	advisersupport@praemium.com
Progressive Building Society	Limited access to post for transfer instructions. No cheques, electronic payments only.	No details provided
Proplend	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email or phone. No cheques, electronic payments only.	T: 0203 951 7970 E: isa@proplend.com
Quilter Cheviot Investment Management	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	boisa@quiltercheviot.com
RateSetter	Isa transfer requests via email, scanned password protected PDF document, no 7zip files. Transfer chasers via email. No cheques, electronic payments only.	isatransfers@ratesetter.com
Raymond James Investment Services Ltd	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	RJISAssetTransfer@RaymondJames.com
Sainsbury's Bank	Can still accept paperwork into the office. Can accept cheques for transfers in. Will no longer issue cheques for transfer outs, bank details to be provided for electronic payment.	No details provided
Sarasin & Partners LLP (NOT Sarasin Investment Funds Ltd)	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	adminteam@sarasin.co.uk
Saxo	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	ISASupport@saxomarkets.com

Ceding company name	TeX communication (Isa managers)	Other contact details
Share In Ltd T/A (13 entities)	No cheques, electronic payments only. Transfer chasers via email. New postal address for Isa transfers: PO Box 24146, Edinburgh, EH3 1GR	isatransfers@sharein.com
Shawbrook Bank	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	ISA@shawbrook.co.uk
Sheffield Mutual	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	enquiries@sheffieldmutual.com
Skipton Building Society	Isa transfers requests via email, scanned password protected PDF document. No cheques, electronic payments only	InvestmentAdmin@skipton.co.uk
Smarterly	No cheques, electronic payments only. They have not mentioned if they can accept transfer requests via email.	customerservice@smarterly.co.uk
Standard Life	Isa transfer requests via email, scanned password protected PDF document or zip file. No cheques, electronic payment only.	
	For Isa and General accounts send request to:	platforms_transfers_out@standardlife.com
	For Pension inspecie transfers send request to:	wrapsipp_inspecieclaims@standardlife.com
	For cash (if not on Origo) send requests to:	wrapsippcashtransfers@standardlife.com
Third Platform Services	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	transfers@thirdfin.co.uk
Triple Point	Can still accept paperwork into the office but would recommend being done electronically. Can still accept cheques for transfers to them.	applications@triplepoint.co.uk
Vanguard	If not requesting electronically, Isa, Jisa and General transfers can be requested via email, scanned password protected document.	vanguardtransfers@fnz.co.uk
Virgin Money	Still accepting post and phone calls. Isa transfer can be requested via email with password protected scanned PDF document.	vmisatransferout@virginmoney.com
Vitality Invest	Phones lines open as normal. Emails can also be sent	investcustomerservices@vitality.co.uk
Walker Crips	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	ISA.Transfers@wcgplc.co.uk
Wealthtime Ltd	Isa transfer requests via email, scanned password protected PDF document. Transfer chasers via email. No cheques, electronic payments only.	wrap.desk@wealthtime.co.uk
Winterflood Business Services	Can still accept paperwork into the office but would recommend being done electronically. Isa transfer requests can be emailed with password protected scanned PDF document.	WBS-ASSET-TRANSFERS@winterflood.com
Zopa	Isa transfer requests via email, scanned password protected PDF document or clear photograph (all 4 corners are visible). Transfer chasers via email. No cheques, electronic payments only	isa@zopa.com