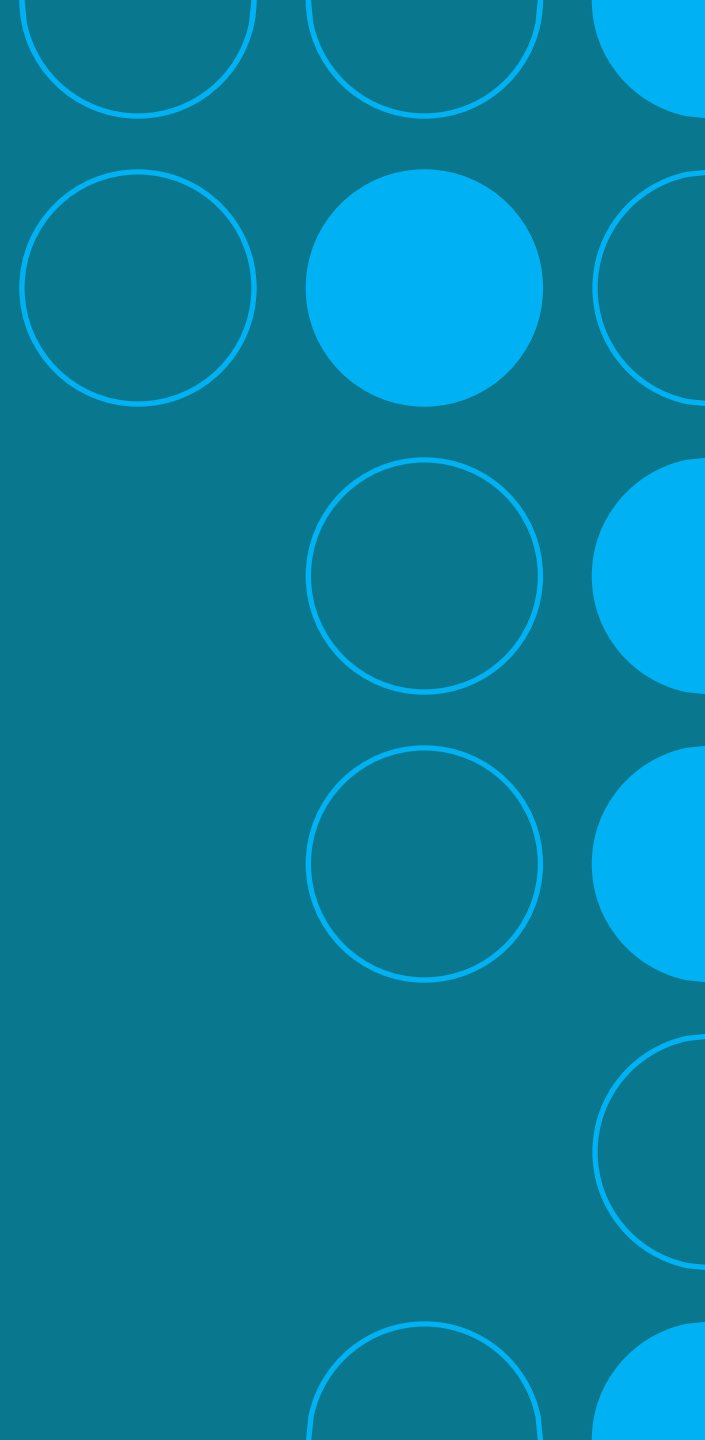




# Transfers Database User Guide

April 2024

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## Transfer Database Content:

**1. Introduction & Information Stored**

**2. First time logon**

**3. Accessing the transfers database**

**4. Using the transfers database**

**5. Company Admin**



# 1. Introduction & Information Stored

[Transfer database content](#)

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# 1. Introduction

- TISA hosts the transfers database, used by ISA managers and the wider industry to provide authentication of transfer contacts and a secure area to store transfer contact information.
- This is a **Free** service provided by TISA, there is no requirement for TISA membership to use or access the transfers database.

## What information is stored on the transfers database?

A list of ISA managers, validated using the HMRC [list of authorised ISA managers](#), is maintained and companies are invited to provide day to day and escalation contact details along with other information relevant to transfers such as:

- Postal address for transfers
- Opening hours
- Residual income payment details
- APS information

The database also contains SUN details for those providers participating in the Pay.UK Cash ISA transfers initiative. [Cash ISA Transfer Service - Pay.UK \(wearepay.uk\)](#)



## 2. First time logon

[Transfer database content](#)

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## 2. First time logon to the transfers database

Your company admin has added you as a user to the Tisa Transfer Database

Your temp password is Password1.

1

Login

E-Mail Address

Password

Remember Me

Login

Forgot Your Password?

2

Reset Password

Your password has expired, please change it.

Current Password

New Password

Confirm New Password

3

Reset Password

1. New users added to the transfers database will receive an email to confirm their access and to provide an initial password (note this may go into spam or junk).
2. When logging on for the first time you will be prompted to reset your password. Enter your email address and initial password (note both are case sensitive) and select **LOGIN**.
3. Enter your initial password then enter and confirm your new password and select **Reset Password**.



# 3. Accessing the transfers database

[Transfer database content](#)

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## 3. Accessing the transfers database

The screenshot shows a login form on a purple background. At the top, the word 'Login' is written in white. Below this, there are two input fields: 'E-Mail Address' and 'Password'. Under the 'Password' field is a checkbox labeled 'Remember Me'. At the bottom of the form, there is a small square button with the number '1' inside, followed by two buttons: 'Login' and 'Forgot Your Password?'. The '1' button is highlighted with a red border.

The transfers database can be accessed from homepage of the TISA website or directly using the following link: <https://www.tisa.uk.com/transfers-databases/> and following the **Click here to logon to the Transfer Database link**.

1. Enter your email address and password (note both are case sensitive) and select **LOGIN**.





## 4. Using the transfers database

[Transfer database content](#)

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## 4. Using the transfers database

2

ISA Managers Company Admin

Welcome to the company admin area of the transfers database

Please click on the relevant box for the action you'd like to take.

Please email [isatransfers@tisa.uk.com](mailto:isatransfers@tisa.uk.com) if you require any assistance.

Company Admin Dashboard - Test Org Four - db DO NOT DELETE

Edit My Company Information

Manage Contacts

Manage Users

1

1. The screen displayed next will depend on your individual access level. Database users will be presented with the transfers database information.
2. Database managers will be presented with a choice of ISA managers or Company Admin, to access the transfers database select **ISA MANAGERS**.

5

4

## Welcome to the Transfers Database

Please click on the company name required to access all contact data and SUN details where applicable.

Only ISA Managers who have provided data in relation to transfers will be found on this database, if you require a full list of registered ISA Managers please visit the HMRC website [here](#).

**Under no circumstances** should any contact details from the transfers database be passed directly onto customers.

Please email [isatransfers@tisa.uk.com](mailto:isatransfers@tisa.uk.com) if you require any assistance.

1

Search by Company or HMRC ref No.

Search

2

DATA SUN

Organisation 1

DATA SUN

Organisation 2

DATA SUN

Organisation 3

DATA SUN

DATA SUN

Organisation 4

DATA SUN

DATA SUN

DATA SUN

3

1. Search any company in the database by name or HMRC reference number and click **Search**.
2. Any companies matching your search results will be displayed with the **DATA** and **SUN** flags per main display page. Those with data present are indicated by the DATA flag and those with SUN details are indicated by the SUN flag.
3. To view company data, select the relevant company name from the alphabetical list.
4. You can only view this tab if you are an admin, here you can manage your company data and contacts/users.
5. Full **ISA manager** company list, click here to return to this page at any time.

## Test Org Four - DO NOT DELETE

1

## Company Code

Company Code: WDF3B45

## Database Contact(s)

Database contact  
 Name: Danielle Barrax  
 Contact Email: danielle.barrax@tisa.uk.com  
 Phone No: 0333333333  
 Transfer Type Specific: TDB1 Specific info updated again

2

Escalation contact  
 Name: Tom Barrington  
 Contact Email: tom@makillo.co.uk  
 Phone No: 0870543210  
 Transfer Type Specific: TDB2 Specific info update 8

## Transfer DB Profile

HMRC Ref:  
 Brand: test 19/1/21 brand  
 Miscellaneous: test 5 Miscellaneous tdb misc  
 Postal Address 1: TISA Main office Stockton-on-Tees TS18 3TX pa1  
 Postal Address 2: Secondary postal info if required pa2  
 Courier Address 1: ca1  
 Courier Address 2: ca2  
 Postal Address - APS: Postal Address - APS: 2 paAPS  
 Postal Address - Transfer In: Postal Address - Transfer In: 2 paIn  
 Postal Address - Transfer Out: Postal Address - Transfer Out: 2 paOut

3

## Transfer Details

Types of ISA provided: Cash, Stocks and Shares, Innovative Finance, Lifetime ISA  
 Types of JISA provided: Cash, Stocks and Shares  
 Working hours/days: Mon-Fri 9-6pm wh  
 Residual Income after Transfer: Yes  
 Minimum Payment Accepted: £ 1000  
 Additional Transfers Information: test 5 additional info tdb add info

## Types of Transfers Accepted

APS Allowance Transfers Accepted: Yes

Full Transfers Accepted: Yes

Partial Transfers Accepted: Yes

Partial Transfers of Current Year Subscriptions Accepted: No

In-Specie Transfers Accepted: N/A

## Payment Methods

Settlement Proceeds: Multiple Payments

BACS: Yes

Cheque: Yes

Cash ISA Transfers Service: Yes

Other Electronic Payment Methods: Faster payment

## SUN Details

Sun Number:

Sun Details:

Sun Launch Date:

Sun Additional Identifiers:

1. All data and contact details provided for the company will be displayed.
2. Scroll down the page to view all information along with the transfers **database contact details, company code** and any **SUN** (Service User Number) details.
3. For reference, please find the transfers database data dictionary: <https://www.tisa.uk.com/wp-content/uploads/2024/04/TDB-Data-Dictionary-6-Apr-2024.pdf>
4. To return to the transfers database select **ISA MANAGERS** (note there is no back button).



# 5. Company Admin

5a. [Edit my company information](#)

5b. [Manage contacts](#)

5c. [Manage users](#)

[Transfer database content](#)

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ISA Managers Company Admin

1

Welcome to the company admin area of the transfers database.

Please click on the relevant box for the action you'd like to take.

Please email [isatransfers@tisa.uk.com](mailto:isatransfers@tisa.uk.com) if you require any assistance.

### Company Admin Dashboard - Test Org Four - db

Edit My Company Information

2

Manage Contacts

Manage Users

### Edit Company

#### Transfer DB Profile

Brand: test 19/11/21 brand

Miscellaneous: test 5 Miscellaneous tdb misc

Postal Address 1: TISA Main officeStockton-on-TeesTS18 3TX pa1

Postal Address 2: Secondary postal info if required pa2

Courier Address 1: ca1

Courier Address 2: ca2

Postal Address - APS: Postal Address - APS: 2 paAPS

Postal Address - Transfer In: Postal Address - Transfer In: 2 pain

Postal Address - Transfer Out: Postal Address - Transfer Out: 2 paOut

#### Transfer Details

Types of ISA provided:  Cash  
 Stocks and Shares  
 Innovative Finance  
 Lifetime ISA

Types of JISA provided:  Cash  
 Stocks and Shares

Working hours/days: Mon-Fri 9-6pm wh

Residual Income after Transfer:

Minimum Payment Accepted: 1000

Additional Transfers Information: test 5 additional info tdb add info

### Types of Transfers Accepted

APS Allowance Transfers Accepted: Select an option...

Full Transfers Accepted: Select an option...

Partial Transfers Accepted: Select an option...

In-Specie Transfers Accepted: Select an option...

### Payment Methods

Settlement Proceeds: Multiple Payments

BACS:

Cheque:

Cash ISA Transfers Service:

Other Electronic Payment Methods:

3

Update Details

1. Database managers will be presented with a choice of ISA managers or Company Admin, to access the admin transfers database select **COMPANY ADMIN**.
2. To change and update the company details, click on **Edit My Company Information**.
3. Once all the information is entered click on **Update Details**.

## Company Admin Dashboard - Test Org Four - db

Edit My Company Information

Manage Contacts

1

Manage Users

<<Back

Name	Contact	Email	Phone	Transfer Type Specific	Actions
Danielle Barrass	Database Contact	danielle.barrass@tisa.uk.com	<a href="tel:012345678999">012345678999</a>		<p>Edit</p> <p>Delete</p> <p>2</p> <p>3</p> <p>Add</p>

1. On the Company Admin dashboard click on **Manage Contacts**.
2. The admin user within the edit functionality can only change name & telephone number. If you wish to amend a person's email address, then you must delete the contact and create new.
3. You can **add** new contacts for the company.



Edit My Company Information

Manage Contacts

Manage Users

1

<<Back

Name	Email	Admin	Viewer	Notifications	Actions
Chris Tilt		✓	✓	✓	<a href="#">Edit Permissions</a> <a href="#">Delete</a>
John Cenatest		✓	✓	×	<a href="#">Edit Permissions</a> <a href="#">Delete</a>
Patrick Barrington		×	✓	×	<a href="#">Edit Permissions</a> <a href="#">Delete</a>
TISA Admin1		✓	✓	✓	<a href="#">Edit Permissions</a> <a href="#">Delete</a>
Tom Barrington		✓	✓	×	<a href="#">Edit Permissions</a> <a href="#">Delete</a>
Tyler10 Sands10		×	✓	✓	<a href="#">Edit Permissions</a> <a href="#">Delete</a>
Tyler9 Sands9		×	✓	×	<a href="#">Edit Permissions</a> <a href="#">Delete</a>

[Add A New User to Company](#)

4

3

2

1. On the Company Admin dashboard click on **Manage Users**.
2. The database shows which contact has admin, viewer and notification permissions.
3. The admin user can edit existing permissions and delete users.
4. From the database you can **add a new user to the company**.





## Disclaimer/ Support

- Please note the presence, accuracy and validity of data shown on the database is the responsibility of each participating company.
- If you experience any errors or issues in performance or functionality of the transfers database, please contact [isatransfers@tisa.uk.com](mailto:isatransfers@tisa.uk.com).