Transfers Database User Guide

April 2024

Transfer Database Content:

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2. First time logon

3. Accessing the transfers database

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5. Company Admin

1. Introduction & Information Stored

Transfer database content

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:

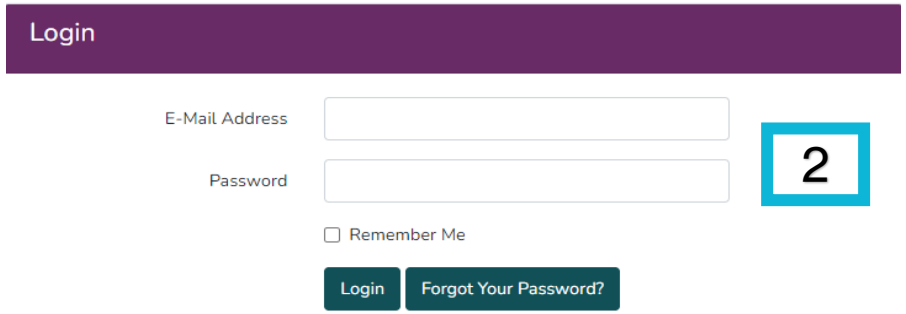
- Postal address for transfers
- Opening hours
- Residual income payment details
- APS information

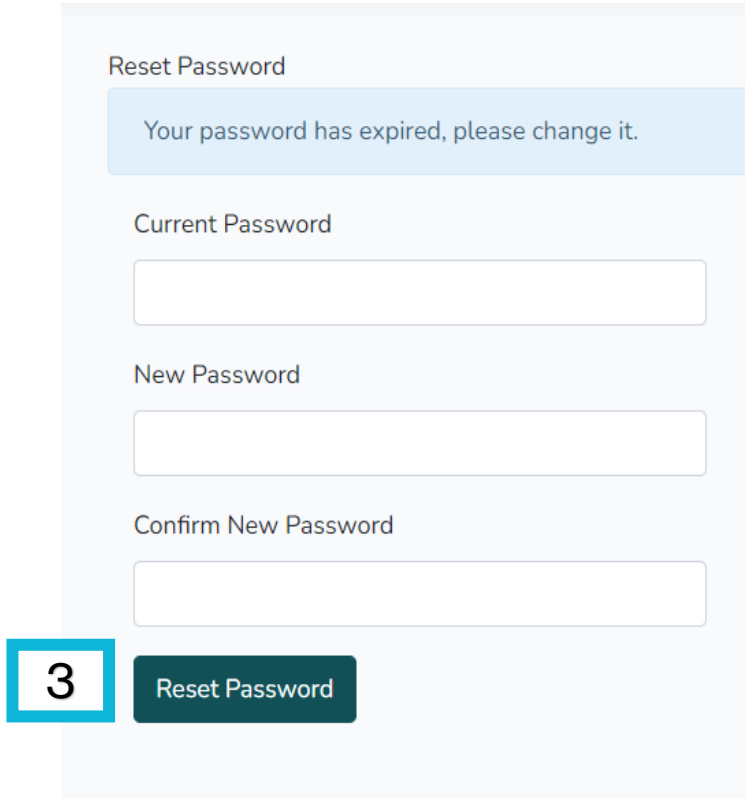
The database also contains SUN details for those providers participating in the Pay.UK Cash ISA transfers initiative. Cash ISA Transfer Service - Pay.UK (wearepay.uk)

2. First time logon

Transfer database content

2. First time logon to the transfers database



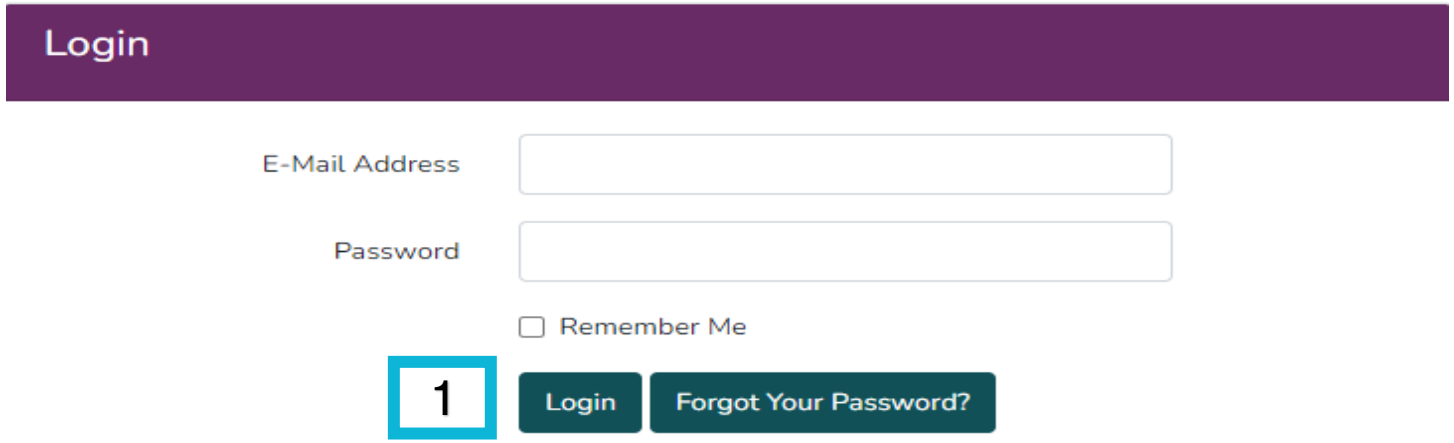


1. New users added to the transfers database will receive an email to confirm their access and to provide an initial password (note this may go into spam or junk).
2. When logging on for the first time you will be prompted to reset your password. Enter your email address and initial password (note both 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

3. Accessing the transfers database



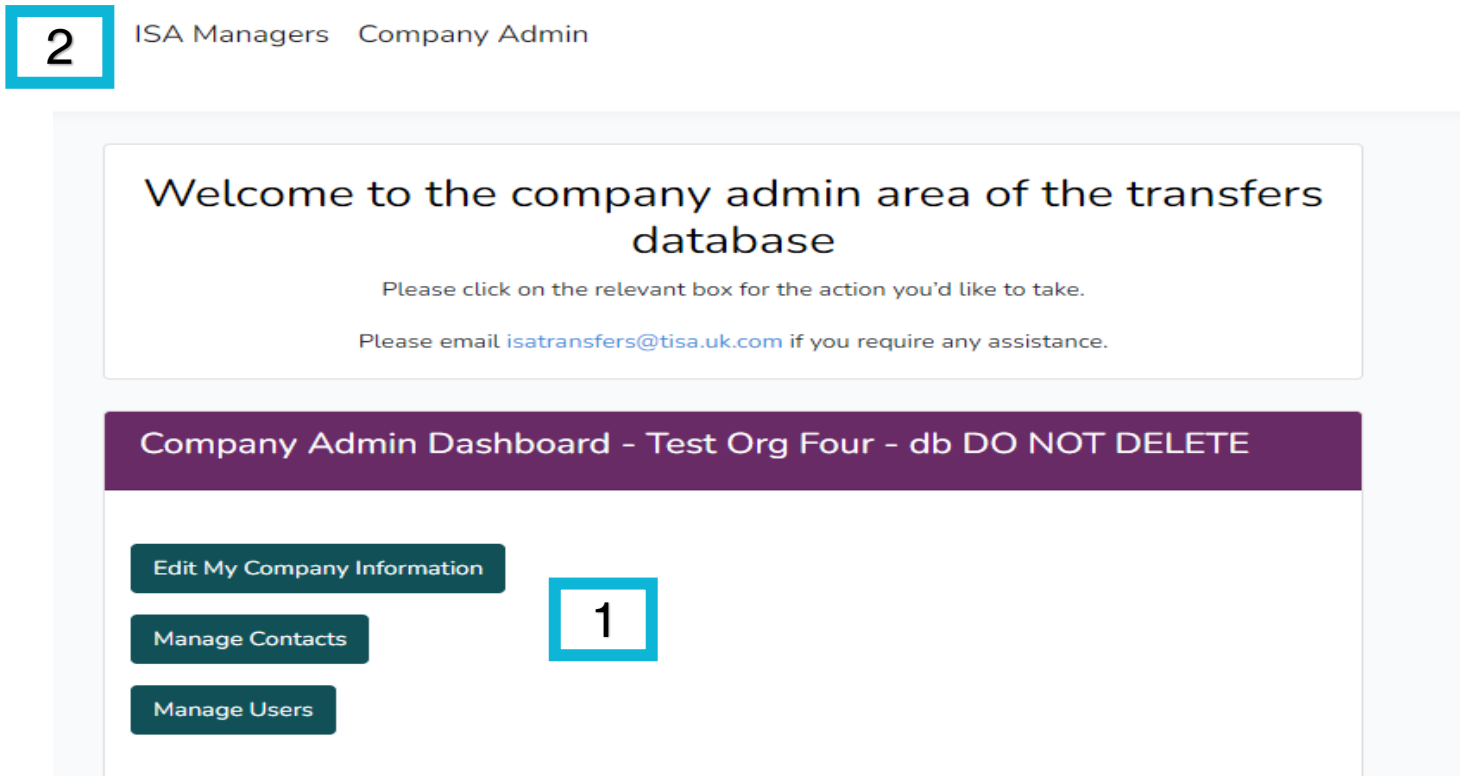
The transfers database can be accessed from homepage of the TISA website or directly using the following link: https://www.tisa.uk.com/transfers-databases/ and following the **Click here to logon to the Transfer Database link**.

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

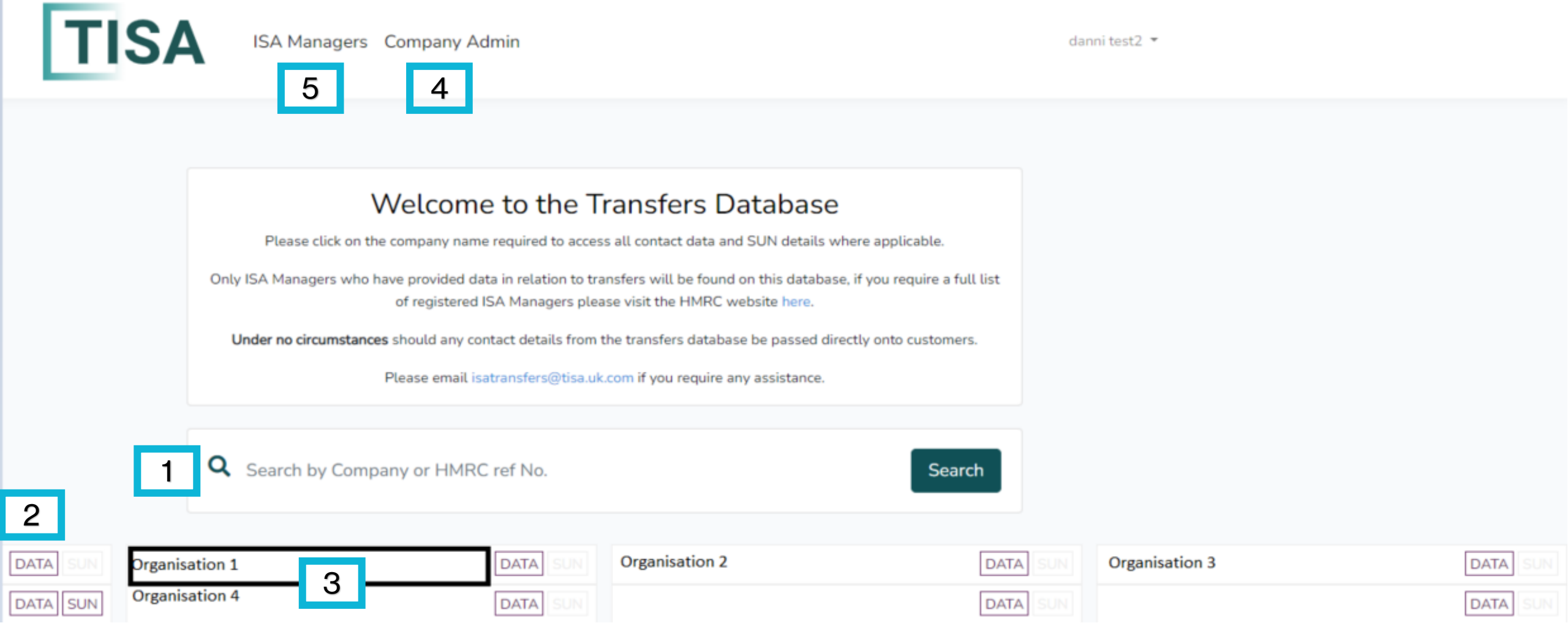
4. Using the transfers database

Transfer database content

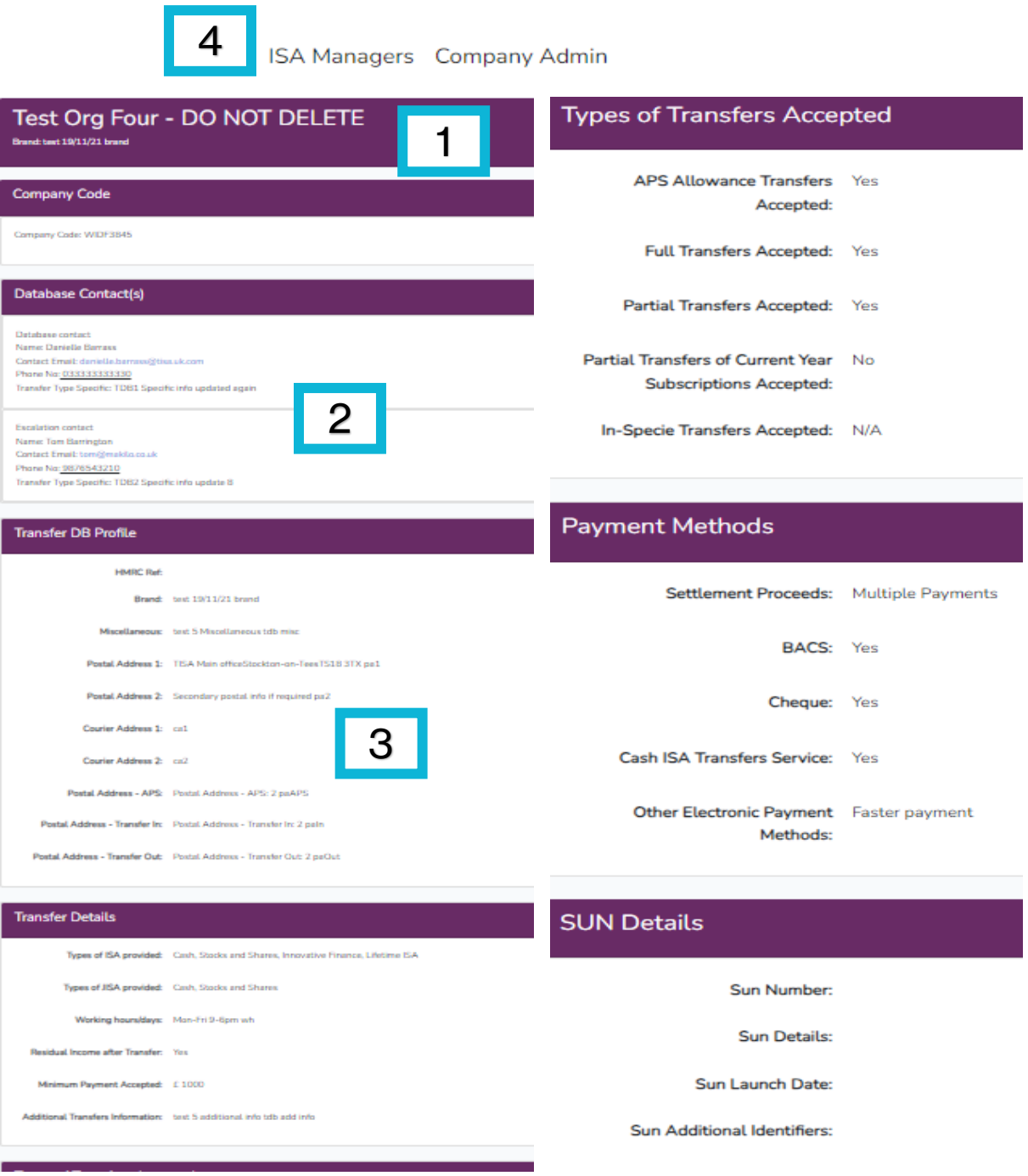
4. Using the transfers database



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.**



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.



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.

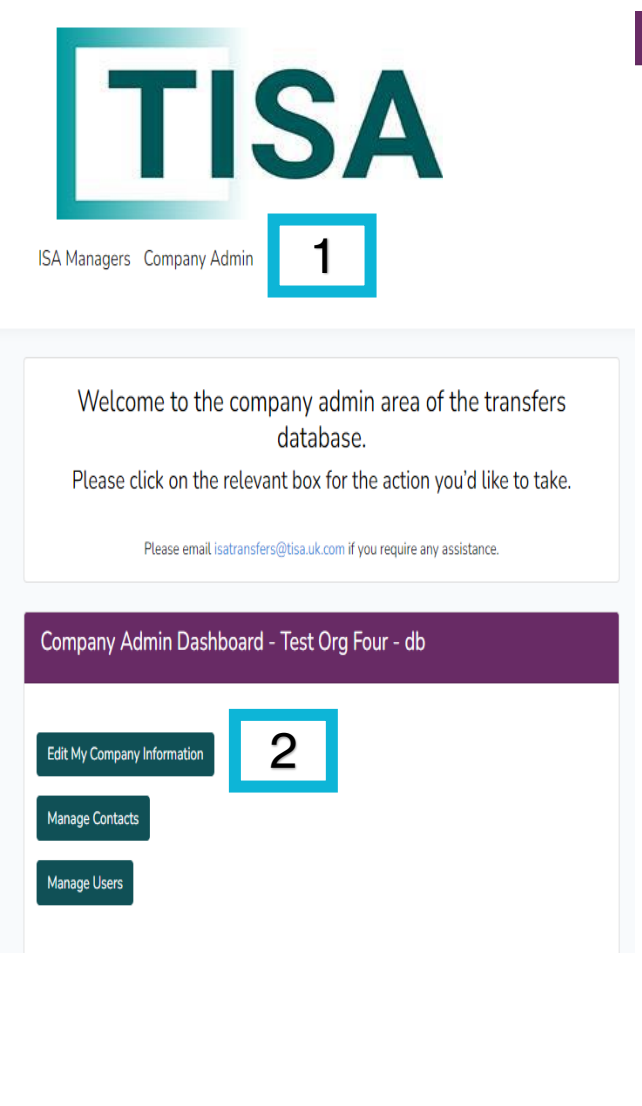
3. For reference, please find the transfers database data dictionary: https://www.tisa.uk.com/wp-content/uploads/2024/04/TDB-Data-Dictionary-6-Apr-2024.pdf

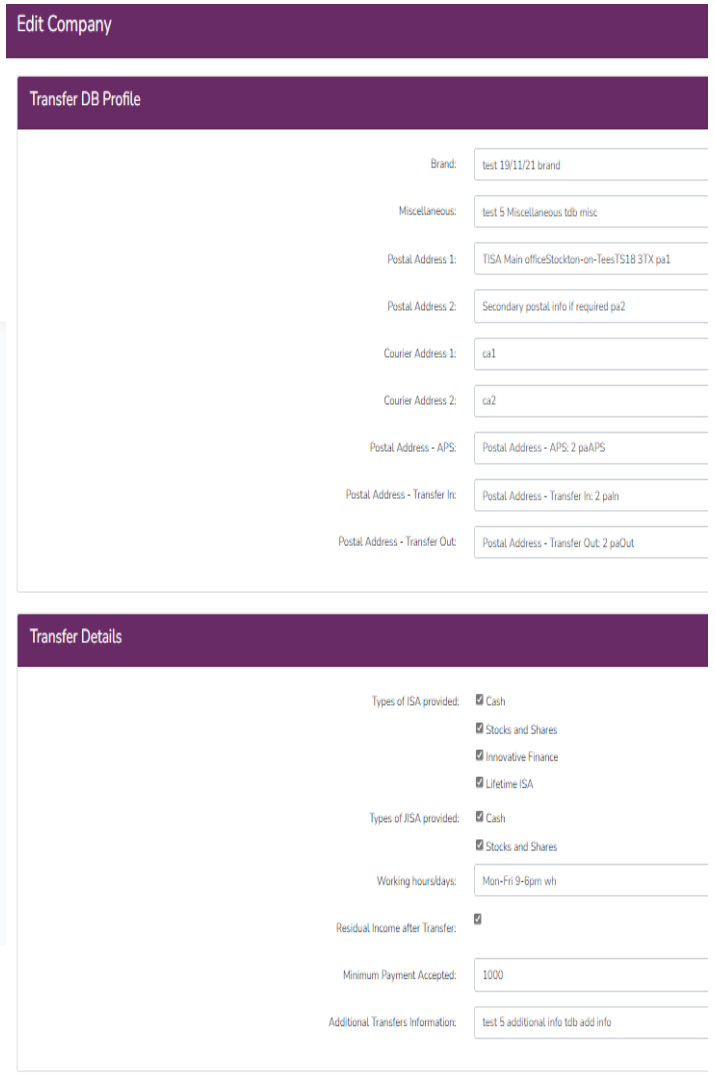
4. To return to the transfers database select **ISA MANAGERS** (note there is no back button).

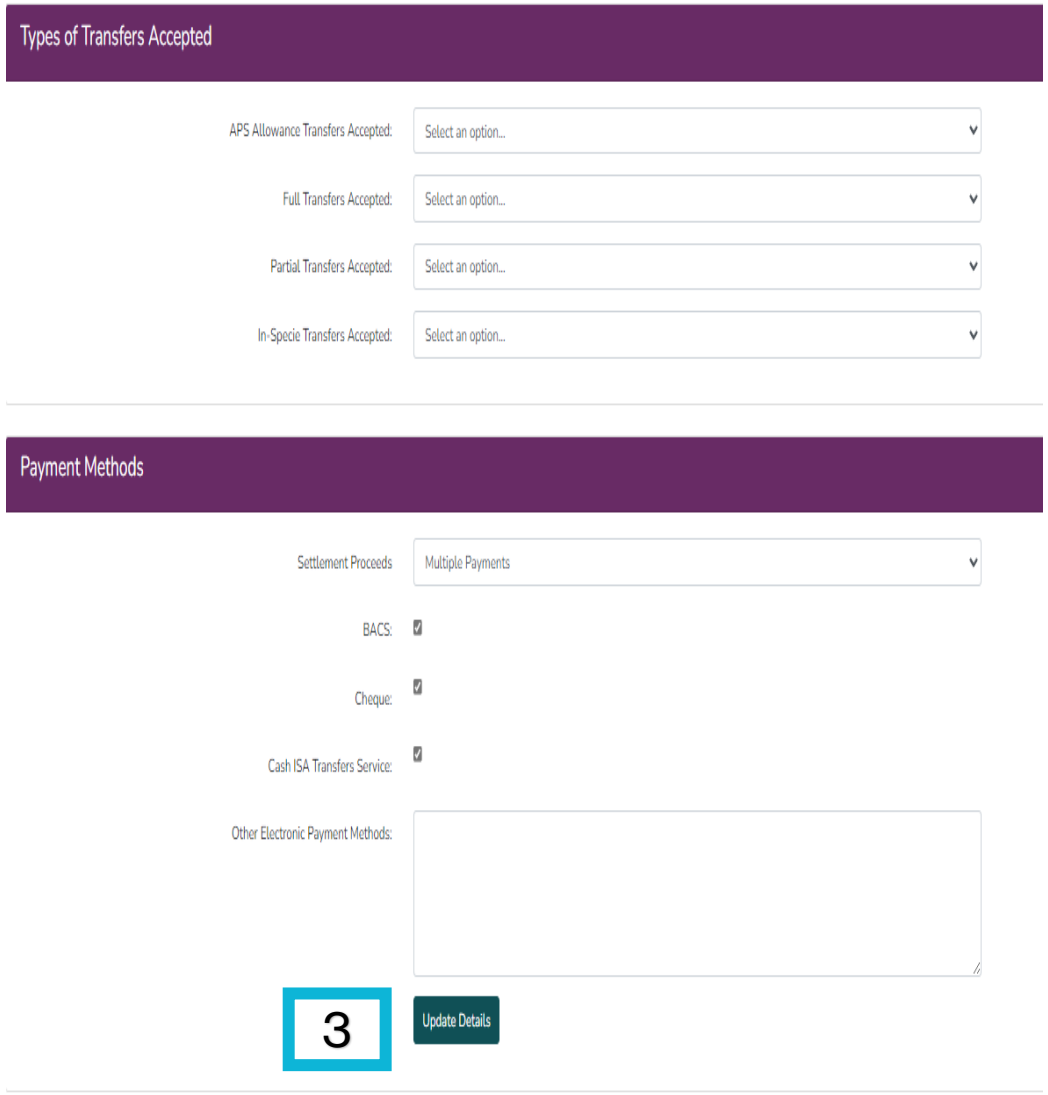
5. Company Admin

5a. Edit my company information
5b. Manage contacts
5c. Manage users

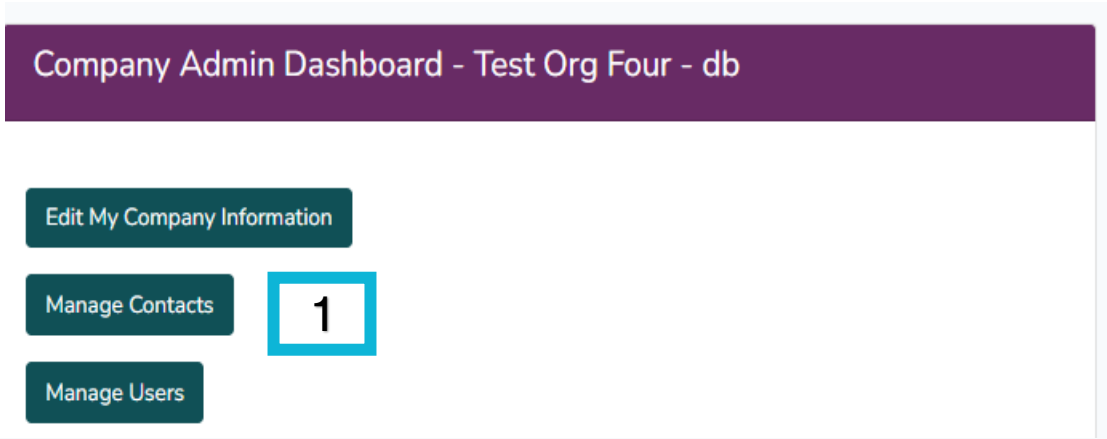
Transfer database content

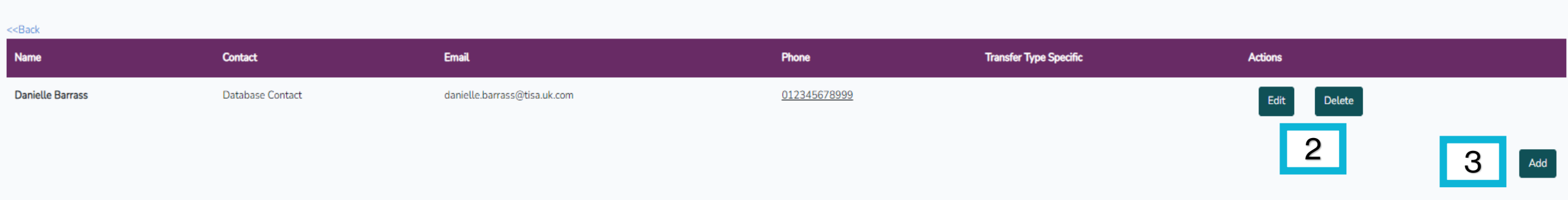




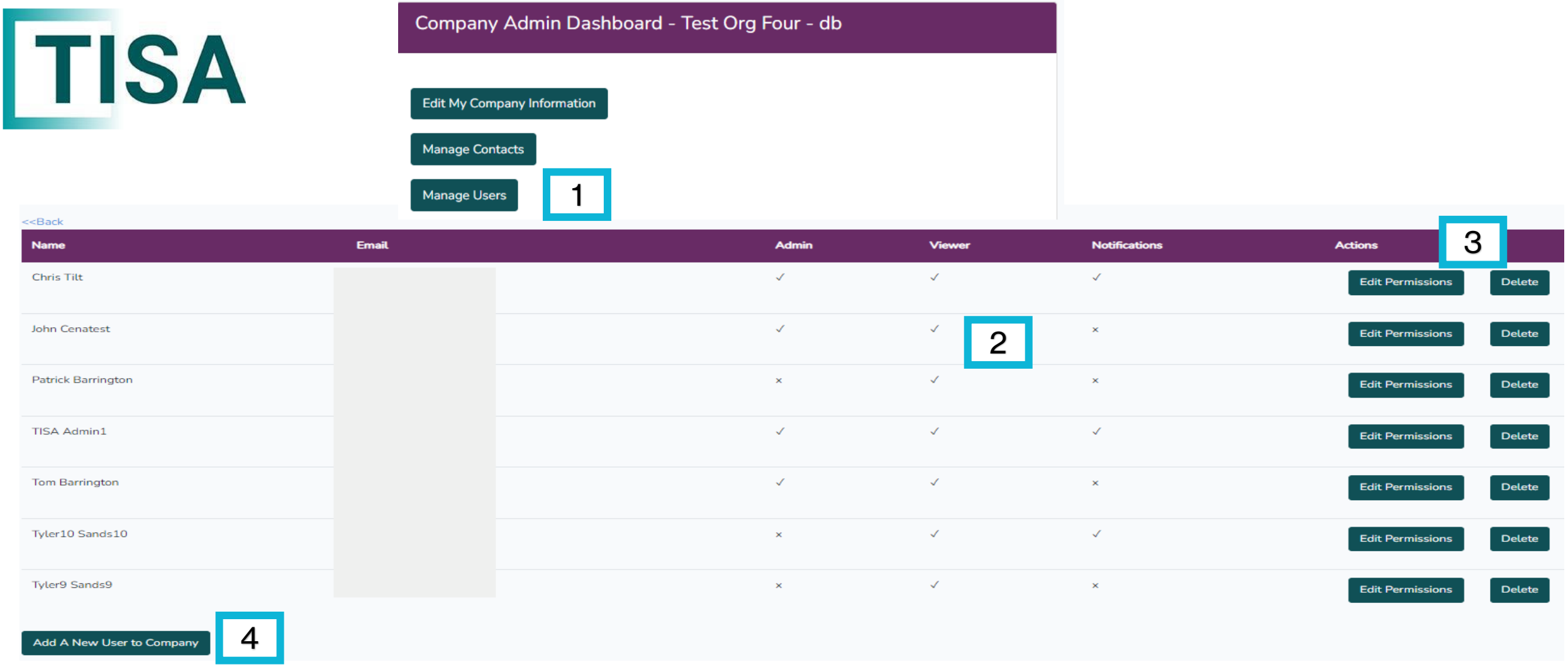


1. Database managers will be presented with a choice of ISA managers or Company Admin, to access the admin transfers database select **COMPANY ADMIN.**
2. To change and update the company details, click on **Edit My Company Information**.
3. Once all the information is entered click on **Update Details**.





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.



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.