



Transfers Database User Guide November 2026

Transfers Database User Guide

Transfer Database Content

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Introduction & Information stored

Transfer Database Content

Introduction & Information stored

The Transfers Database, hosted by TISA is a **free self-service database** provided to the industry, used by ISA managers and the wider industry to provide authentication of transfer contacts and is a secure area to store transfer contact information.

Key contacts are available in the database and to access these firms must first register here: [TISA Transfers](#) . You do not need to be a TISA member to access the database.

*For support, please see [Support & Disclaimer](#)

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 \(wearepay.uk\)](#)



Logging In

Transfer Database Content

First time login

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 receive an email to confirm their access and to provide an initial password (please note this may go into Spam or Junk).
2. When logging on for the first time, users will be prompted to reset their password. Enter your email address and initial password (note that both are case sensitive), select **LOGIN**.
3. Enter your initial password and then enter and confirm your new password and select **Reset Password**.



Accessing the Transfers Database

Transfer Database Content

Accessing the Database

The Transfers Database can be accessed from the TISA website under FREE SERVICES or through this link: <https://www.tisa.uk.com/isatransfers-database/> and clicking into

LOGON TO THE
TRANSFERS DATABASE →

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

Login

E-Mail Address

Password

☐ Remember Me

Login

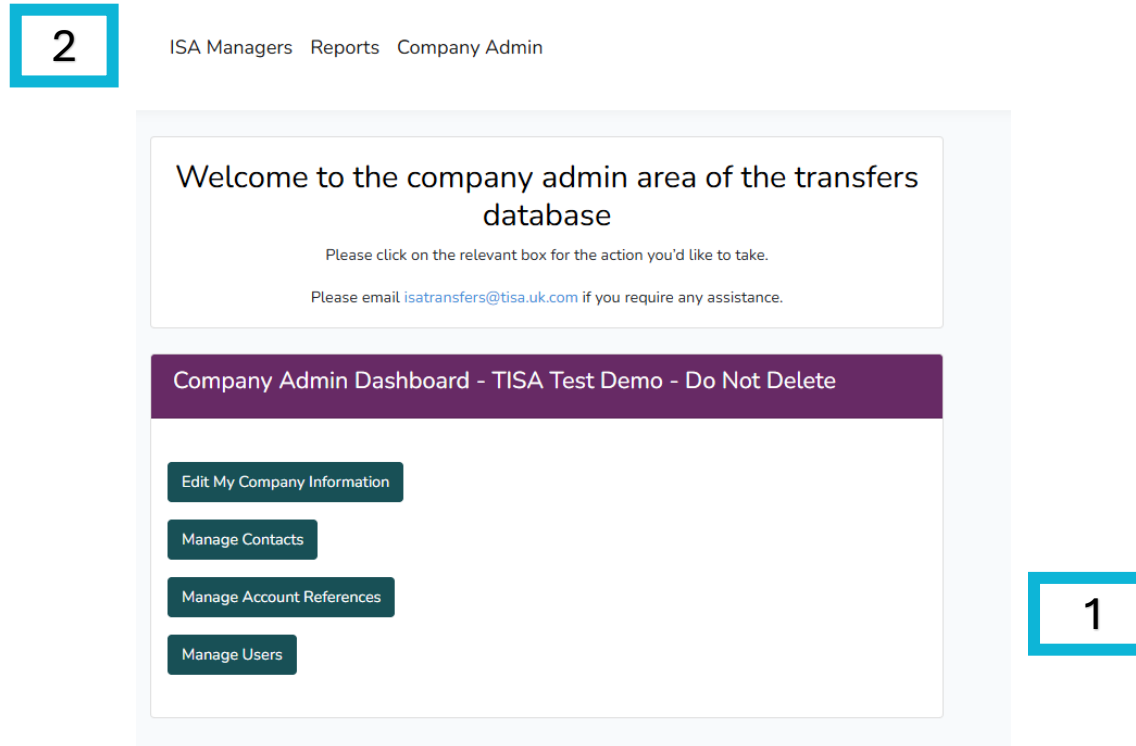
Forgot Your Password?



Using the Transfers Database

Transfer Database Content

Using the Transfers Database



1. The next screen displayed depends on your individual access level. Database users will be presented with all 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**.

The screenshot shows the TISA Transfers Database interface. At the top, there is a navigation bar with the TISA logo, links for 'ISA Managers', 'Reports', and 'Company Admin', and a user profile 'danni test2'. Below the navigation bar, a central box contains a 'Welcome to the Transfers Database' message with instructions and a search bar. The search bar has a magnifying glass icon and the text 'Search by Company or HMRC ref No.' with a 'Search' button. Below the search bar, there is a list of organisations: 'Organisation 1', 'Organisation 2', 'Organisation 3', and 'Organisation 4'. Each organisation name is followed by 'DATA' and 'SUN' flags. The interface is annotated with five numbered callouts: 1 points to the search bar, 2 points to the 'SUN' flag for Organisation 2, 3 points to the 'SUN' flag for Organisation 1, 4 points to the 'Company Admin' link, and 5 points to the 'ISA Managers' link.

1. Search any company in the database using their name or HMRC reference number and click **Search**.
2. Companies matching your search results are displayed. Those with live **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, where you can manage your company data and contacts/users.
5. For the full **ISA manager** company list, click here to return to this page at any time.

4

ISA Managers Company Admin

1

TISA Test Demo - Do Not Delete

Brand: test1

Company Code

Company Code: SBEO4593

Database Contact(s)

Database contact
Name: isa transfers
Contact Email: isatransfers@tisa.uk.com
Phone No:
Transfer Type Specific:

Escalation Contact(s)

Transfer DB Profile

HMRC Ref:

Brand: test1

Miscellaneous: test2

Postal Address 1: TISA office
Stockton-on-Tees TS18 3TX

Postal Address 2: Secondary postal

Courier Address 1: Alternative

Courier Address 2: Secondary

Postal Address - APS: Test

Postal Address - Transfer In: Dakota House

Postal Address - Transfer Out: Falcon Court

2

3

Transfer Details

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

Types of JISA provided:

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

Residual Income after Transfer:

Minimum Payment Accepted: £ 100

Additional Transfers Information: Test data

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: No

Payment Methods

Settlement Proceeds: Multiple Payments

BACS:

Cheque: Yes

Cash ISA Transfers Service: Yes

Other Electronic Payment
Methods:

SUN Details

Sun Number: 123456

Sun Details:

Sun Launch Date: 29 Dec 2024

Sun Additional Identifiers:

1. All data and contact details provided for the company will be displayed.
2. Scroll to view information along with the Transfers Database **contact details**, **company code** and any **SUN** (Service User Number) details.
3. For reference, please see the Transfers Database data dictionary on our Website.
4. To return to the Transfers Database select **ISA MANAGERS** (please note there is no back button).

Reports

The latest Transfers Database reports are refreshed overnight and available both as a full report containing all transfer data and as a monthly change log showing only the updates made by firms during the current month, rolling from the 1st through to the end of the month. All reports generated for the previous month are removed when the new month begins.

Transfer Register

Every firm in the Transfers Database with its addresses, transfer options and payment details.

Full Report	Generated 12 Oct 2026	CSV XLSX
Current Month Changes (to 12-Oct)	Generated 12 Oct 2026	CSV XLSX
Last Month Changes (Sep-26)	Generated 12 Oct 2026	CSV XLSX

Transfer Contacts

Transfer and escalation contacts for every firm.

Full Report	Generated 12 Oct 2026	CSV XLSX
Current Month Changes (to 12-Oct)	Generated 12 Oct 2026	CSV XLSX
Last Month Changes (Sep-26)	Generated 12 Oct 2026	CSV XLSX

Account References

The account reference formats each firm has registered.

Full Report	Generated 12 Oct 2026	CSV XLSX
Current Month Changes (to 12-Oct)	Generated 12 Oct 2026	CSV XLSX
Last Month Changes (Sep-26)	Generated 12 Oct 2026	CSV XLSX

2

1. Select **Reports** from the top navigation menu to access the available reports.
2. Locate the relevant report category: Transfer Register, Transfer Contacts or Account References.
3. Choose the required report type: **Full Report, Current Month Changes** or **Last Month Changes**.
4. Check the generated date to ensure you have the correct report
5. Click **CSV** or **XLSX** next to the selected report to download it in your preferred format.
6. Reports are **refreshed once per day** (overnight post 6pm).
7. All reports generated for the 'Last Month' will be superseded on the 1st of the following month. We do not retain historic reporting once past.



Company Admin

Transfer Database Content

Edit my company information

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, Wed, Tue, Thu 9am-5pm. Friday 8:30am-4:30pm

The working pattern of the provider

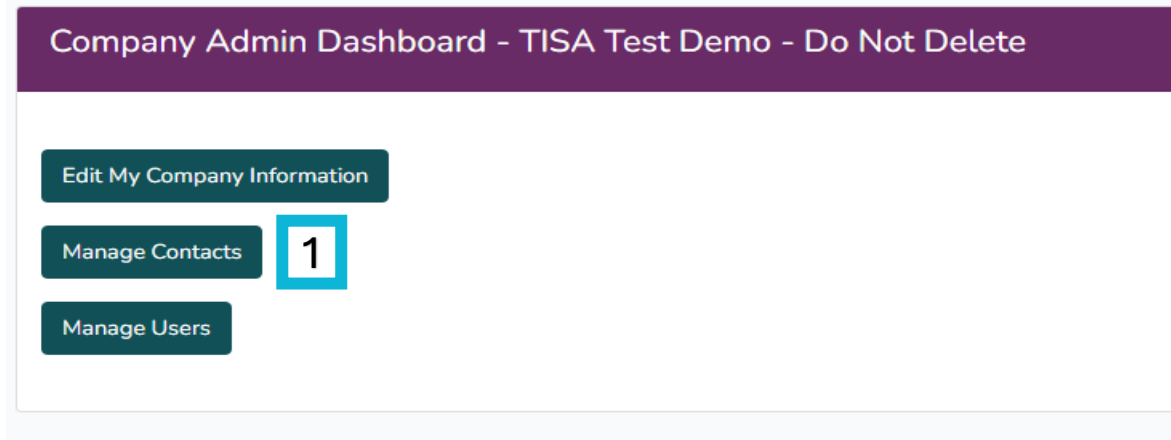
Residual Income Accepted after Transfer: Yes

Whether residual income will be accepted after a transfer

Minimum Payment Accepted: 100

If residual income is accepted, the minimum amount in pounds

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



Name	Contact	Email	Telephone	Job Title	Transfer Type Specific Information	Actions
isa transfers	Database Contact	isatransfers@tisa.uk.com				Edit Delete 2

3

Add

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

Admin Dashboard.

Edit an Organisation

1

Add User to Organisation

Manage Organisation Contacts

Change Company Codes

Admin Reports

Name	Contact	Tier	Email	Telephone	Job Title	Transfer Type Specific Information	Comments	Actions
Contact One	Escalation Contact	1	contact1@makilo.co.uk				Contact One comment	Edit Delete
ISA Transfers	Escalation Contact	2	isatransfers@tisa.uk.com					Edit Delete
Shannon Dixon	Escalation Contact	3	shannon.dixon@tisa.uk.com					Edit Delete
Contact Three	Escalation Contact	4	contact3@makilo.co.uk					Edit Delete

2

1. On the Company Admin dashboard, select **Manage Organisation Contacts**.
2. This allows admins to add escalation and database contacts for their organisation.
3. Organisations can establish an escalation process to help manage and prioritise contacts.
4. Multiple escalation tiers can be set up to identify who should be contacted and in what order of priority, with Tier 1 being the first point of contact.



Manage Users

1

Company Admin Dashboard - TISA Test Demo - Do Not Delete

Edit My Company Information

Manage Contacts

Manage Users

2

Name	Email	Job Title	Admin & Viewer	Viewer	Notifications	Actions	
Danielle Barrass		Head of Ops	✓	x	✓	Edit Permissions	Delete
Gordon Shea		IT Systems Manager	✓	x	✓	Edit Permissions	Delete
Patrick Test		NA	✓	x	✓	Edit Permissions	Delete
TISA TDB			✓	x	x	Edit Permissions	Delete
Tom Barrington		Developer	✓	x	✓	Edit Permissions	Delete

Add A New User to Company

3

4

1. On the Company Admin dashboard click **Manage Users**.
2. This shows which contacts have **admin, viewer and notification** permissions.
3. The admin user can **edit** existing permissions and **delete** users.
4. **New users** can be added here.

Support & Disclaimer

- The Transfers Database is not a managed service. Where possible, TISA will support participating companies in accessing key contacts; however, this is limited to the information currently held.
 - **TISA does not mediate disputes between firms regarding transfer requests. Additionally, TISA will not pursue individual firms over non-communications related to transfer requests.**
 - We also recommend the use of the following:
 - **ISA/GIA/Pension Electronic Transfers:** [TeX](mailto:tex@tisaexchange.co.uk) offer managed Service Levels between all parties, please contact tex@tisaexchange.co.uk
 - **Pay.UK** also operate a managed contact database for predominantly Cash ISA transfer queries please contact CISA@wearepay.uk
- If you are a TISA member and experience ongoing issues and have exhausted all other avenues of communication, then please raise this as a formal request under your membership and where possible we may be able to assist.
- Please note the accuracy and validity of data shown on the database **is the absolute responsibility of participating companies.**
- If you experience errors or issues in performance or functionality of the database, please contact isatransfers@tisa.uk.com
- **Under no circumstances should any database contact details be passed directly onto customers.**
- Thank you.



For any queries, please reach out to isatransfers@tisa.uk.com



tisa.uk.com



[@uktisa](https://twitter.com/uktisa)



[TISA UK](https://www.linkedin.com/company/tisa-uk)

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