Virgin Money Investments and Pensions
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November 2025

Hello

An update on Octopus Money Direct and your Stocks and Shares ISA

In August we got in touch to tell you that the Virgin Money investments and pensions business was being sold to Octopus Money. Regulatory approval has now been given and we'll become **Octopus Money Direct** from 1 December 2025.

You don't need to do anything, but we want to make sure you're clear on what this means for you and your Stocks and Shares ISA.

What stays the same

Almost everything. There are no changes to:

- **Your services, charges or how your account works** – they'll all work in the same way, with the same account number.
- **Your investments** – the funds are the same and your money will be managed in exactly the same way.
- **Your rights and protections** – under the Financial Services Compensation Scheme (up to £85,000).
- **Your username and password** – you'll sign into Online Service with your current details.
- **Our contact address, phone numbers and customer support team** – you can still reach out to us at the same numbers and address.

What changes from 1 December 2025

Most things will stay the same, but as the company will have a new name, you'll notice a few changes:

- **Octopus names and branding** – will replace 'Virgin Money', in emails, text messages, letters, your online account, any payments or withdrawals, and the names of our funds.

Continued overleaf...

- **A rebranded website and app** – our new-look website will be **octopusmoneydirect.com**. From 1 December you'll head there to sign in to Online Service with your existing username and password. The app will update automatically and work the same way. You can access it with the same PIN.
- **Updated Terms and a new Privacy Policy** – will come into effect. They'll reflect changes to company names and registered address. We've included a summary of the changes with this letter and you can read the full versions at **octopusmoney.com/virginmoney**.

Important things to remember

We'll take care of everything. If we're already working on something for you, you don't need to contact us, it will all go ahead as planned. You can keep using the Virgin Money website and app until 5pm on Friday 28 November, but there are a few things to keep in mind.

Check you know your username and password (for the investments and pensions Online Service, not your other Virgin Money accounts). You'll need them to sign in to your account, as your browser or password wallet won't keep them for the new website.

Scammers use changes like this to try to trick you. If you get a suspicious call, email or text message, please stop and contact us straight away. You can sign in to send us a secure message or call us on our usual number, 03455 28 88 88 (outside UK +44 1256 58 80 00). We're here 8am to 9pm, Monday to Friday, and 9am to 6pm on Saturdays. Remember, never share your security details with anyone.

Got any questions? For the latest info and some useful FAQs, check out **virginmoney.com/investments/newhome**.

What happens next

We'll make the changes over the last weekend in November and while that happens, our Online Service and app will be temporarily unavailable from 5pm on Friday 28 November until Monday morning, 1 December. You can call us on the Saturday if you need us, but we won't be able to access your account during this time.

From 1 December we'll be **Octopus Money Direct** and you can start using the new website and app. If for any reason you're not happy with the change, you can transfer your account to another provider or close your account at any time. Remember, you'll need to transfer directly to another ISA to keep the tax-efficient status of your money. You'll lose this if you withdraw it.

Remember, this change only affects Virgin Money Stocks and Shares ISAs, Investment Accounts and Pensions – it doesn't affect cash ISAs, current accounts, credit cards, mortgages or any other Virgin Money accounts or services at **virginmoney.com**.

Thank you for being part of the Virgin Money family – we're sure you'll be equally happy after we become Octopus Money Direct and we'll continue to help you save and plan for the future you want.

The team at Virgin Money

Calls to 03 numbers cost the same as calls to 01 or 02 numbers and they're included in inclusive minutes and discount schemes in the same way. Calls may be monitored and recorded.

Details of the changes from 1 December 2025

Here's a more detailed look at some of the company name changes and updates to your Stocks and Shares ISA.

Terms

Updated Stocks and Shares ISA Terms will apply to reflect changes to company names and registered address. However, the FCA Register number (171748) remains the same.

You can read the updated Terms online at **octopusmoney.com/virginmoney**.

From 1 December 2025 you'll be able to see the updated Terms in the product information section of your Documents in your online account.

Summary of changes to your Terms:

Item	Becomes from 1 December 2025
Your ISA manager	Octopus Money Unit Trust Managers Limited (trading as Octopus Money Direct) Registered office: 33 Holborn, London EC1N 2HT. Registered in England & Wales under No. 3000482.
Account name	Octopus Money Direct Stocks and Shares ISA
Registered nominee	Octopus Money Nominees Limited
Complaints	**octopusmoneydirect.com/complaints**

Fund names

Fund names are changing but how they work (and your charges), remain the same.

Current name	Name from 1 December 2025
Funds available to all customers	
Virgin Money Growth Fund 1	Octopus Growth Fund 1
Virgin Money Growth Fund 2	Octopus Growth Fund 2
Virgin Money Growth Fund 3	Octopus Growth Fund 3
Virgin Money Defensive Fund	Octopus Defensive Fund
Funds available if you opened your account before 1 January 2023	
Virgin Money Bond Fund	Octopus Bond Fund
Virgin Money Global Share Fund	Octopus Global Share Fund
Virgin Money Climate Change Fund	Octopus Climate Change Fund
Virgin UK Index Tracking Trust	Octopus UK Index Tracking Fund

Direct Debit

If you pay by Direct Debit, the collection name that you'll see on your bank statement will be Octopus Money. The service user name will be Octopus Money Unit Trust Managers Limited. Everything else stays the same and your payments will continue as usual.

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Octopus Money Unit Trust Managers Limited will notify you 8 working days in advance of your account being debited or as otherwise agreed. If you request Octopus Money Unit Trust Managers Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Octopus Money Unit Trust Managers Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Octopus Money Unit Trust Managers Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Privacy Policy

A new Privacy Policy will apply to the collection, use and protection of your personal data. It reflects that your personal information will be held by Octopus Money Direct and shared with Octopus Group, not Virgin Money Group. It's largely the same, but with a few changes, for example:

- References to banking products and services are removed – Octopus Money Direct focuses only on investments and pensions.
- Details about collecting or using information linked to those banking services have also been removed.
- References to Virgin Money Group and its subsidiaries have been updated to Octopus Money Group and its subsidiaries.

The summary of the Privacy Policy will be removed from your account's Terms booklet (How we use your personal information) from 1 December 2025.

You can see the full Privacy Policy at **octopusmoney.com/virginmoney**.