

The logo for Swansea Building Society is located in the top left corner. It consists of a green rectangular box containing the word "SWANSEA" in large, white, bold, sans-serif capital letters. Below "SWANSEA", the words "BUILDING SOCIETY" are written in a smaller, white, sans-serif font.

SWANSEA
BUILDING SOCIETY

Established 1923

The title "Swansea Online Overview" is positioned in the lower right area of the page. The words "Swansea Online" are in a large, white, sans-serif font, and "Overview" is in a slightly smaller, white, sans-serif font. To the right of the word "Overview" is a solid green vertical bar.

Swansea Online Overview

SBS Online: 3.2.1
Document Version: v1.0
Effective: October 2021

Before you begin

This document will guide you through the process of using the main features of Society's Online Service.



Before you begin, you will need to check following:

- You must be an existing member of Swansea Building Society and have previously registered to use our online service.
- You must have activated your online account by signing in for the first time.
- You must recall your password and memorable information, and have access to your registered telephone to receive your six-digit authentication code.



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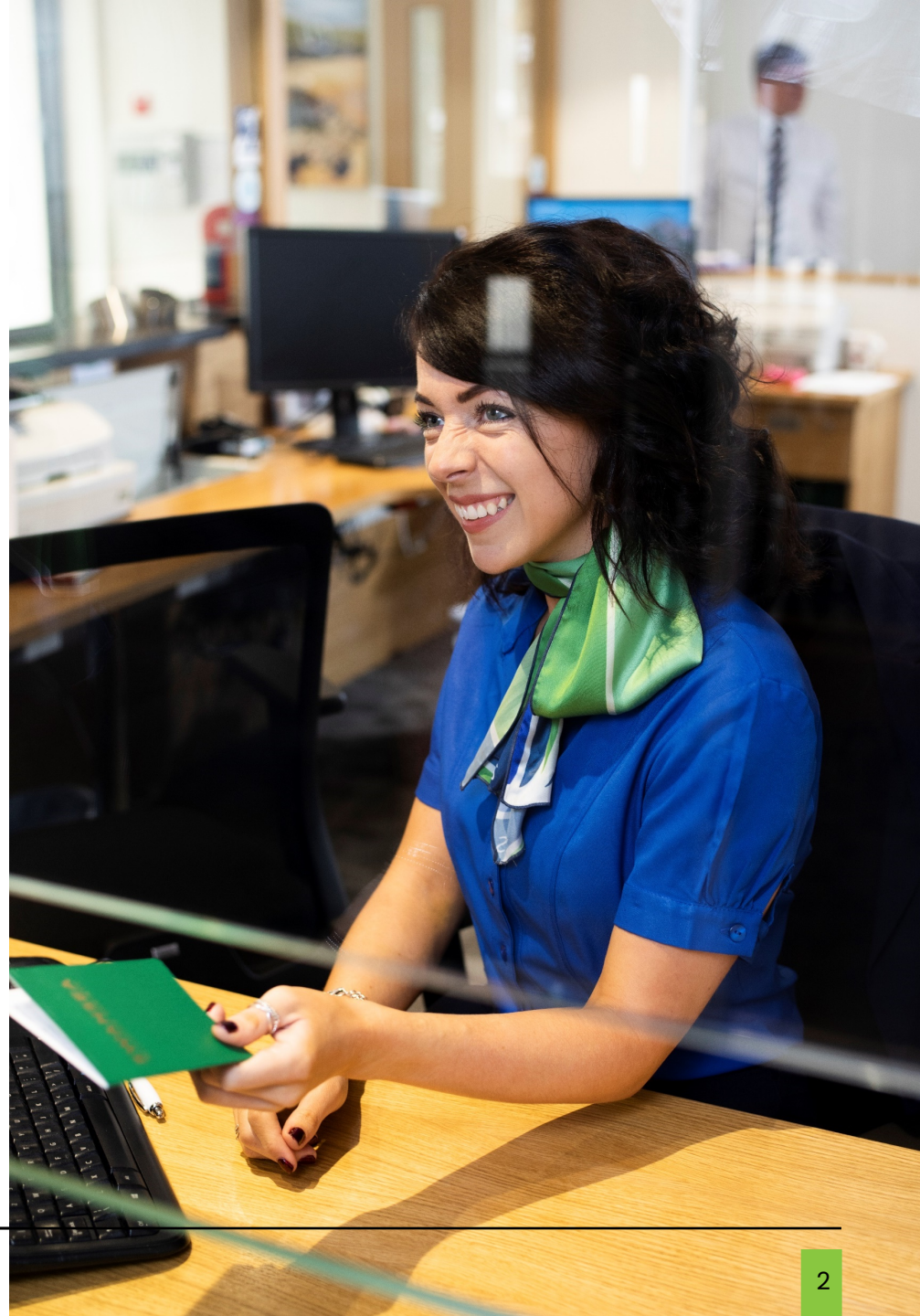
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Overview

Main Menu

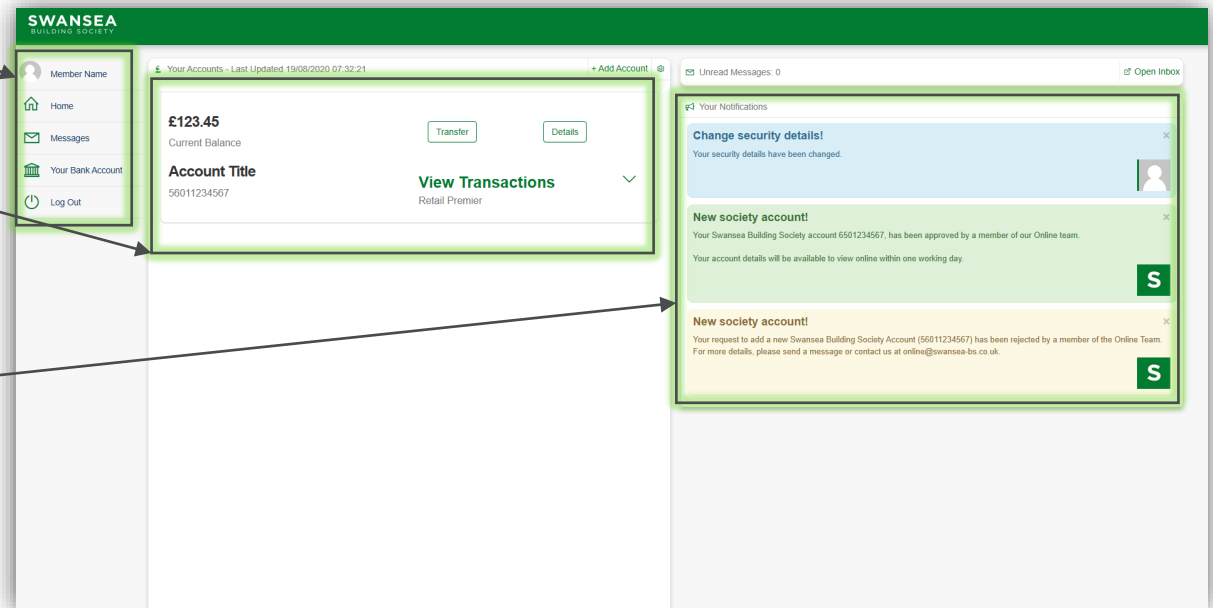
Navigate between the sections of Swansea Building Society Online

Your Accounts

This section lists your Swansea Building Society Accounts and provides quick access to view more details about the account, view your recent transactions and perform a transfer from each account.

Notifications

Recent notifications will be displayed here. You can remove notifications by clicking the 'x' against each.



Swansea Online: Overview

Secure Messaging

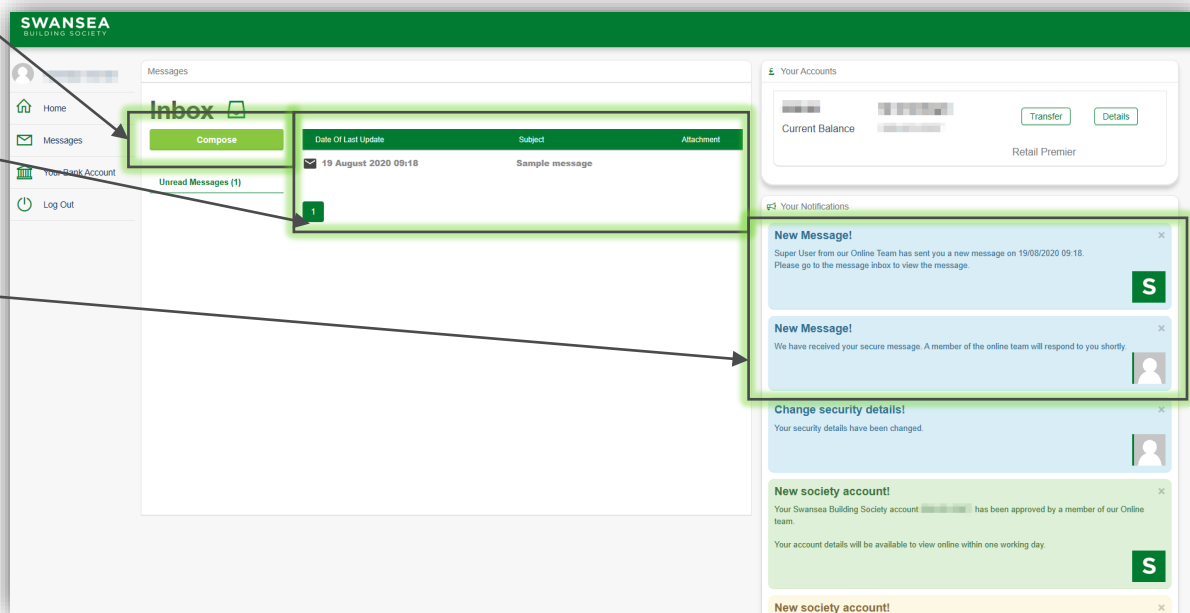
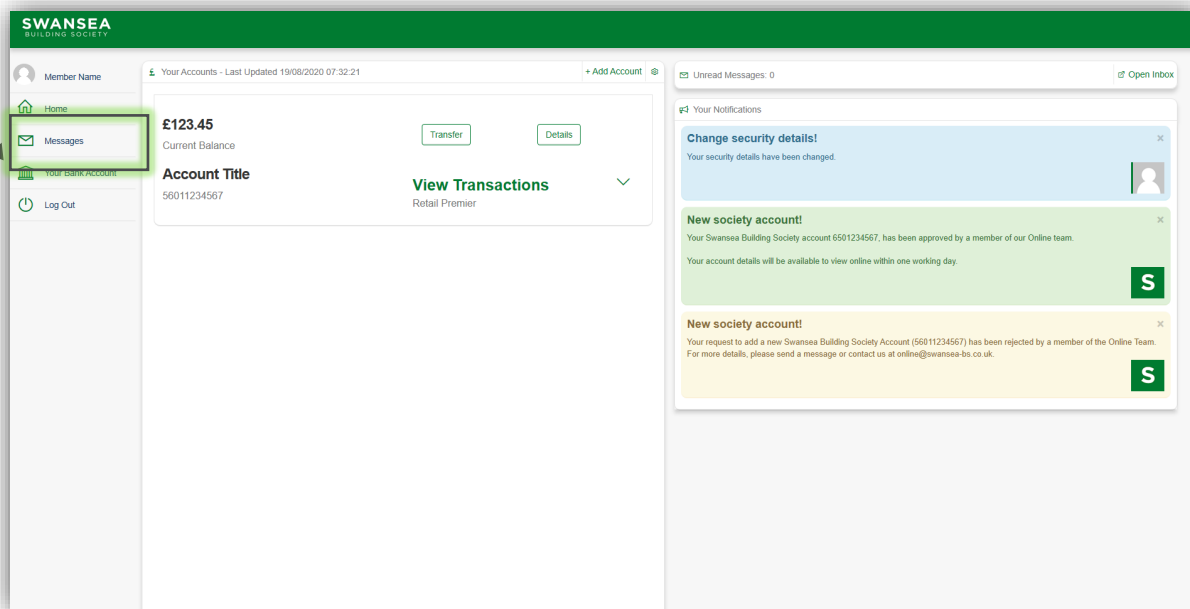
You can send and receive secure messages to and from our dedicated online team through Swansea Building Society Online.

Access the secure messaging from the Home page, by clicking 'Messages'.

You can compose a new message to us by clicking, 'Compose'.

Sent messages and our replies will also show here. Click on the message to view the reply.

You will receive a notification when there is a new secure message waiting for you.



Swansea Online: Overview

When composing a new message, you can select one of your accounts from the provided drop down list, if your message is about a particular account.

If the message is a general enquiry, select 'No Account related'.

Provide a subject for the message and type your message below.

To send the secure message, click 'Send'.

When viewing a message from the online team, you can easily reply to the message by clicking 'Reply'.

The image displays two screenshots of the Swansea Building Society online messaging interface.

Top Screenshot: Compose Message

- Header:** SWANSEA BUILDING SOCIETY
- Left Sidebar:** Home, Messages, Your Bank Account, Log Out.
- Main Content:**
 - Messages:** Compose (with envelope icon), Unread Messages (0).
 - Form:**
 - Account:** No Account related (dropdown menu).
 - Subject:** Message Subject.
 - Message:** Text input field.
 - Buttons:** Cancel, Send.
- Right Panel:**
 - Your Accounts:** Current Balance, Transfer, Details, Retail Premier.
 - Your Notifications:**
 - Change security details!** Your security details have been changed.
 - New society account!** Your Swansea Building Society account [redacted] has been approved by a member of our Online team. Your account details will be available to view online within one working day.
 - New society account!** Your request to add a new Swansea Building Society Account [redacted] has been rejected by a member of the Online Team. For more details, please send a message or contact us at online@swansea-bs.co.uk.

Footer: Contact | SBS Online Terms and Conditions. Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 206066. Protecting Your Money.

Bottom Screenshot: Inbox

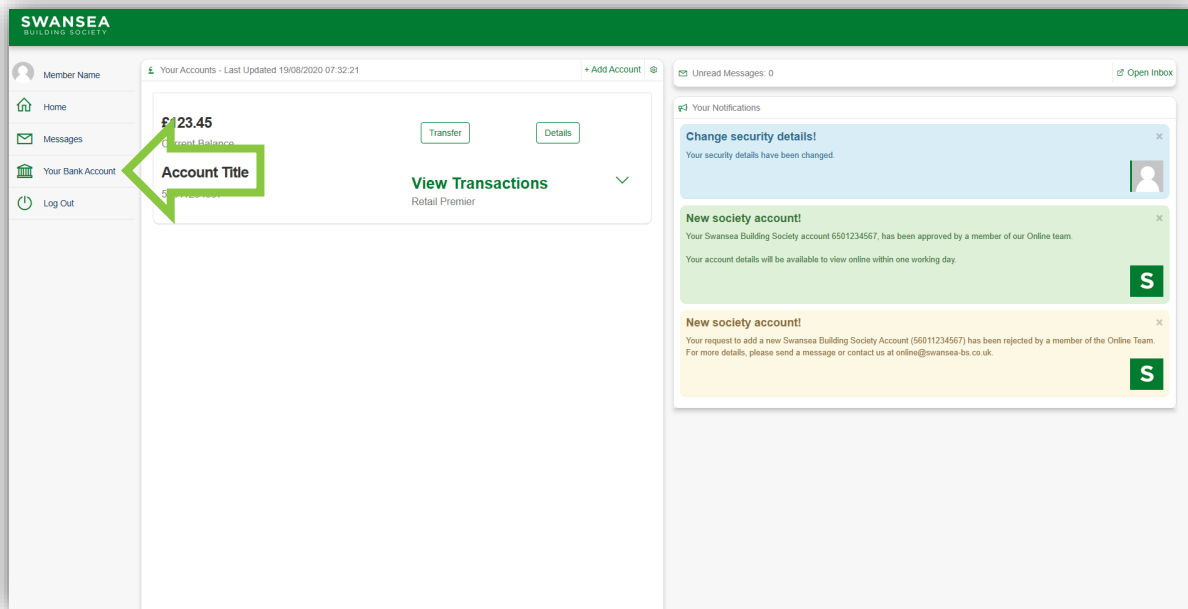
- Header:** SWANSEA BUILDING SOCIETY
- Left Sidebar:** Home, Messages, Your Bank Account, Log Out.
- Main Content:**
 - Messages:** Inbox (with envelope icon), Compose, Unread Messages (1).
 - Sample message:**
 - From:** Online Team (19/08/2020 09:18). Subject: Dear Member, This is a reply.
 - To:** Sample message (19/08/2020 09:18).
 - Buttons:** Reply.
- Right Panel:**
 - Your Accounts:** Current Balance, Transfer, Details, Retail Premier.
 - Your Notifications:**
 - New Message!** Super User from our Online Team has sent you a new message on 19/08/2020 09:18. Please go to the message inbox to view the message.
 - New Message!** We have received your secure message. A member of the online team will respond to you shortly.
 - Change security details!** Your security details have been changed.
 - New society account!** Your Swansea Building Society account [redacted] has been approved by a member of our Online team. Your account details will be available to view online within one working day.
 - New society account!**

Managing your Nominated Account

To enable electronic withdrawals from your Swansea Building Society account, you must first register with us a bank or building society account in your name.

If you have not previously registered a nominated account with us at one of our branches, or if the details you provide online differ from that which we already hold, you may need to sign and return a nominated account form to one of our branches. We will contact you if this is the case.

If you have previously registered your nominated account with us in branch, you will still need to register these details with the online system to enable electronic withdrawals online. However, you will not need to sign another form or provide bank statement.



Please note:

Only one nominated account is allowed per member and your nominated account must be held in your name.

No third-party payments are permitted.

You can read more on the Society Website:

<https://swansea-bs.co.uk/customer-support/withdraw-monies-fraud-prevention>

Swansea Online: Overview

If you opted not register your nominated account with Swansea Building Society Online when you registered, you can add your account details by clicking 'Your Bank Account'

Complete the details on the 'Your bank account' form. Click 'Submit' to proceed.

Enter your six-digit authentication code, which will be sent to you by text message, or voice call.

Click 'Confirm' to proceed.

Once the online team have checked your details, your bank status will change from 'Awaiting approval' to 'Approved'. Only once your bank account is 'Approved' will you be able to make transfers to this account online.

The screenshot shows the 'Your bank account' form on the Swansea Building Society website. The form is titled 'Your bank account' and includes a note: 'If you wish to enable the online withdrawal facility then you must provide us with details of a bank account held in your name. Please allow one week between providing us with your details and requiring your first withdrawal in order that the necessary security precautions can be carried out.' The form fields are: Bank, Branch, Sort Code, Account Number, and Account Name. A 'Submit' button is located at the bottom right of the form. The left sidebar contains links for Home, Your Bank Account, and Log Out. The footer includes a link to 'Contact | SBS Online Terms and Conditions' and a note: 'Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, ref'.

SWANSEA BUILDING SOCIETY

Your bank account

If you wish to enable the online withdrawal facility then you must provide us with details of a bank account held in your name. Please allow one week between providing us with your details and requiring your first withdrawal in order that the necessary security precautions can be carried out.

Bank	<input type="text"/>
Branch	<input type="text"/>
Sort Code	<input type="text"/> - <input type="text"/> - <input type="text"/>
Account Number	<input type="text"/>
Account Name	<input type="text"/>
<input type="button" value="Submit"/>	

[Contact | SBS Online Terms and Conditions](#)
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If you have not previously registered a nominated account with us, or if the details you provide online differ from that which we already hold, you may need to sign and return a nominated account form to one of our branches.
We will contact you if this is the case.

The screenshot shows the Swansea Building Society online interface. The main content area is titled 'Your Bank Accounts' and includes a message: 'Thank you for submitting your nominated bank details to allow withdrawal from your Swansea Building Society accounts. We will now review these details and contact you with further details if required.' Below this, it says 'Shown below is the bank account that you have specified for withdrawals. Click on the account to see further details.' A table lists the bank account details:

Bank Name	Branch	Sort Code	Account Number	Account Name	Bank Status	
Bank	Branch	000000	****0000	Account Name	Awaiting approval	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

The right sidebar contains sections for 'Your Accounts' (Current Balance, Retail Premier), 'Your Notifications' (New Nominated Bank Account!, New Message!, Change security details!, New society account!), and 'Your Messages'.

SWANSEA BUILDING SOCIETY

Your Bank Accounts

Thank you for submitting your nominated bank details to allow withdrawal from your Swansea Building Society accounts. We will now review these details and contact you with further details if required.

Shown below is the bank account that you have specified for withdrawals. Click on the account to see further details.

Bank Name	Branch	Sort Code	Account Number	Account Name	Bank Status	
Bank	Branch	000000	****0000	Account Name	Awaiting approval	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Your Accounts

Current Balance Retail Premier

Your Notifications

- New Nominated Bank Account!**
Your New Nominated Bank Account has been submitted and is awaiting approval by a member of our Online Team.
- New Message!**
Super User from our Online Team has sent you a new message on 19/08/2020 09:18. Please go to the message inbox to view the message.
- New Message!**
We have received your secure message. A member of the online team will respond to you shortly.
- Change security details!**
Your security details have been changed.
- New society account!**
Your Swansea Building Society account 56019213207, has been approved by a member of our Online team.

Adding a new SBS Account

If you have opened a new account with Swansea Building Society, or if you did not add all your accounts at registration, you can easily add additional accounts at any time.

From the home page, click '+ Add Account'.

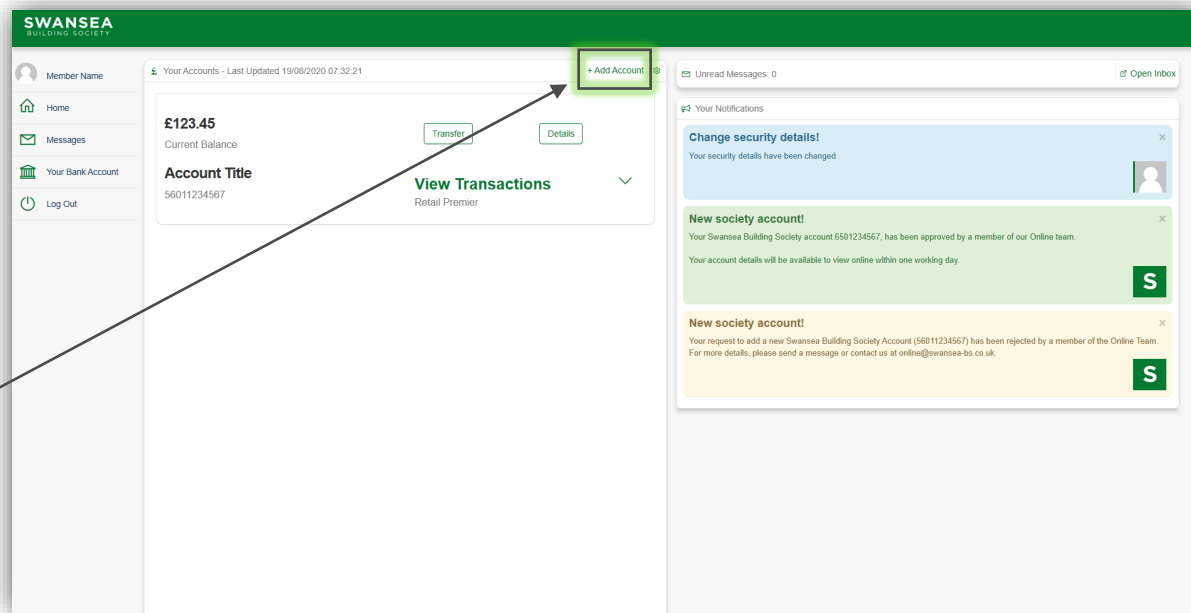
You will be prompted to enter your new account number.

Account numbers are 11 digits long and can be found on your welcome letter and/or your passbook if you have one.

Click 'Add' to proceed.

You will receive a notification to inform you that we have received your request to add an account.

Once the online team have verified the request, your account details will show.



It is quite normal for your new account(s) to be 'Pending' with a £0 balance to start with – it just means we are still getting things ready for you.

We will update your account details within one working day.

Account Settings

To amend your online account settings, click the cog icon, on the home page. For each account you have added to Swansea Building Society Online, you can change the following settings.

Name of Account

This is the name that will display against this account online. This will not change the account name on your statements.

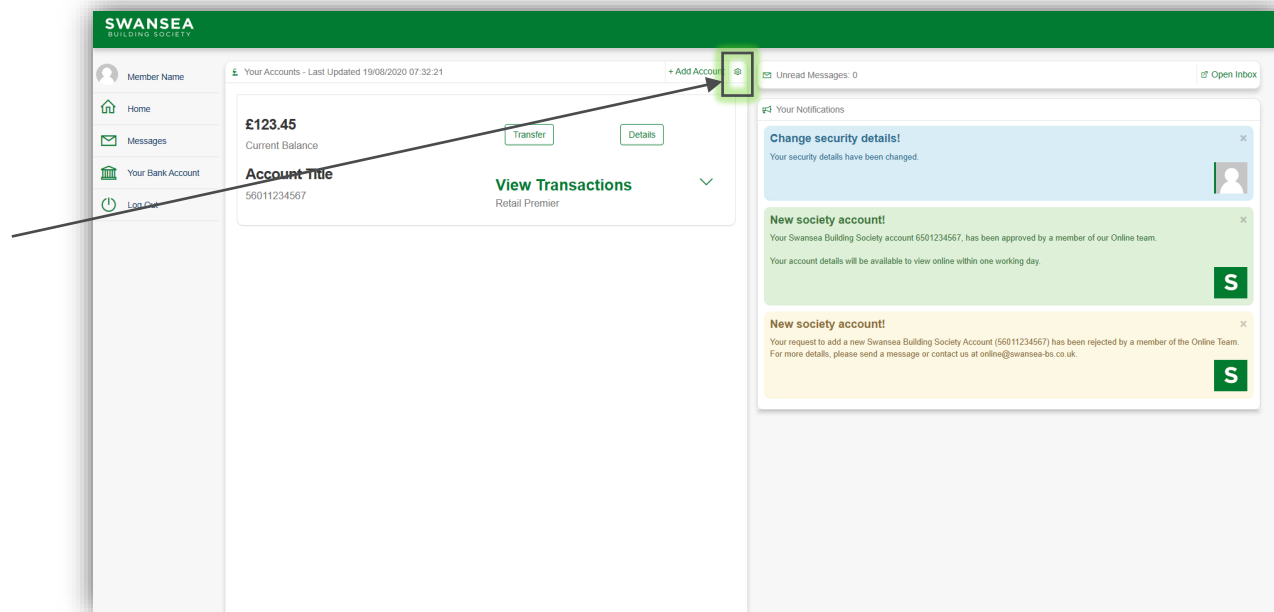
Max Transactions to show

This will change the number of recent transactions displayed on the home page for this account.

Show Account

This will hide the account from view on the online home page. This can be changed at any time.

Click 'Save' to save your changes. Clicking 'Cancel' will close the window, without making any changes.



Name of Account	Account Number	Max Transactions To Show	Current Balance
Account Title	[Masked]	5	[Masked]

Show Account ☒ Yes

Save Cancel

Transferring funds between your SBS Accounts or to a Nominated Account

From the home screen, select 'Transfer' against the account you wish to transfer from.

On the Transfers screen, you will be shown the available balance of the selected account, plus any outstanding transfer requests already submitted online for this account.

To proceed with a transfer from this account, to another of your Swansea Building Society Accounts, click 'Transfer to another of your Swansea Building Society accounts'.

To Transfer to your Nominated Account, click 'Electronic funds transfer to your nominated bank account'.

Click 'Next' to proceed.

The top screenshot shows the Swansea Building Society online interface. The 'Your Accounts' section displays two accounts: a Premier account with a current balance of £123.45 and a Regular Saver account with a current balance of £500.00. The 'Transfer' button is highlighted on the Premier account. The right sidebar shows notifications, including a 'New society account!' message and a 'Change security details!' message.

The bottom screenshot shows the 'Transfer' screen for the Premier account. The 'Account Summary' section displays the current balance (£180.00) and cleared balance (£180.00). The 'Outstanding Transfer Requests' section shows 'You have No Pending Transfer Requests'. The 'Step 1: Payment type' section shows two options: 'Electronic funds transfer to your nominated bank account' and 'Transfer to another of your Swansea Building Society accounts'. The 'Next' button is highlighted. The right sidebar shows notifications, including a 'New Nominated Bank Account!' message and a 'Change security details!' message.

Swansea Online: Overview

If you have more than one additional Swansea Building Society accounts, you can select which account you would like to transfer the funds to.

Enter the Amount you would like to transfer. You can only transfer up to the value of your current cleared balance.

Transfers can not be future dated, and will take place within one business day of your transfer request being received.

Finally, you will be asked to confirm the details of your transfer.

You will need to enter your password *or* a six-digit authentication code, which will be sent to you by text message, or voice call.

Click 'Confirm' to complete the transfer request.

The top screenshot shows the 'Account Summary' for a Premier account (5601) with a current balance of £180.00 and a cleared balance of £180.00. It displays 'Outstanding Transfer Requests for all Accounts' and a progress bar for the transfer process. Step 2: Amount & Date is highlighted, showing the transfer from the Premier account to the Regular Saver account (1401) for an amount of £180.00 on 30/09/2020. Step 3: Confirm Details is also visible, showing the transfer details and a prompt to enter an authentication code to complete the transfer.

The bottom screenshot shows the 'Account Summary' for the same Premier account. It displays the transfer details for Step 2: Amount & Date, showing the transfer from the Premier account to the Regular Saver account (1401) for an amount of £180.00 on 30/09/2020. Step 3: Confirm Details is highlighted, showing the transfer details and a prompt to enter an authentication code to complete the transfer.

Please note:
No third-party payments are permitted. Therefore you can only transfer between accounts in your name.
You can read more on the Society Website:
<https://swansea-bs.co.uk/customer-support/withdraw-monies-fraud-prevention>

Swansea Online: Overview

Update your contact details and Authentication Code Preferences

To update your email address or telephone numbers, or to change your authentication code preferences click your name in the menu to access the 'My Details' page.

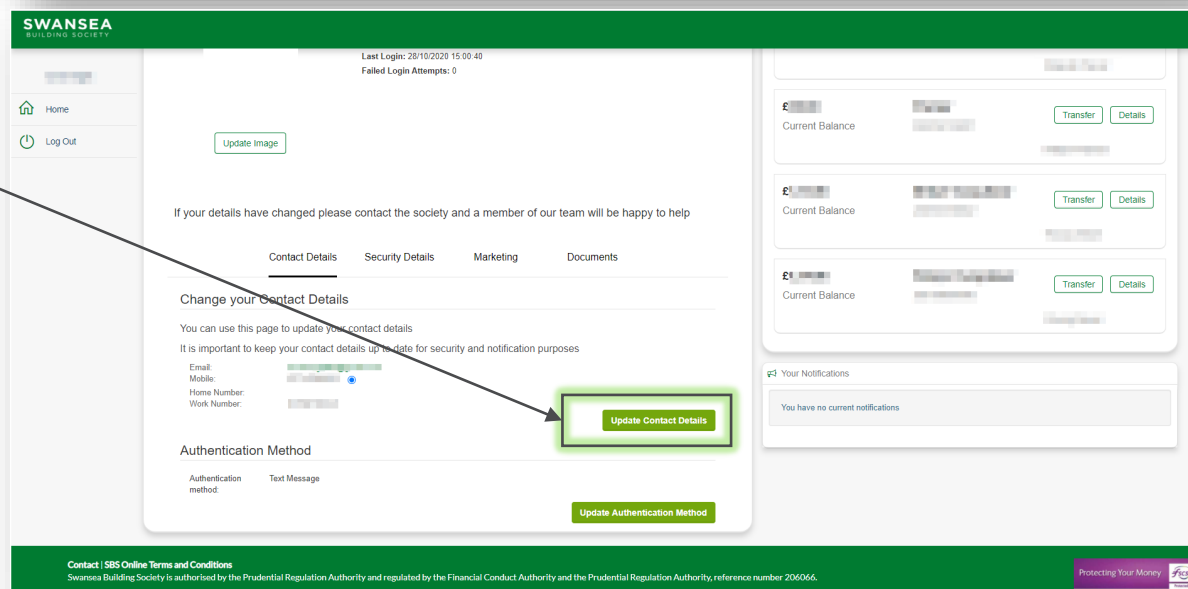
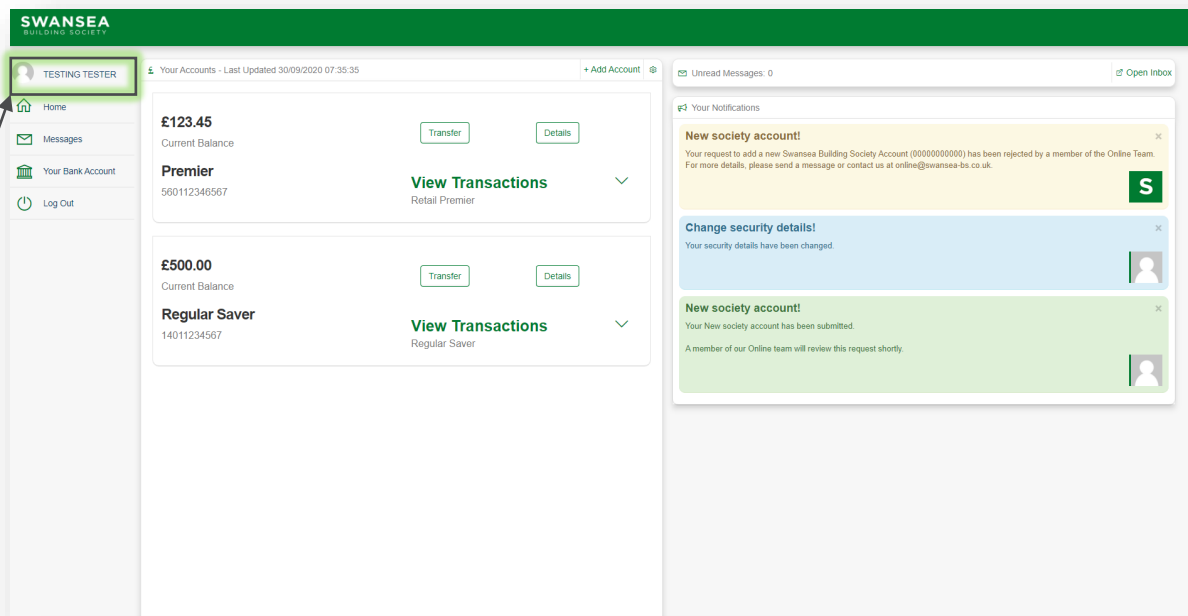
Select 'Update Contact Preferences'.

Update your contact details as required.

The number we will use to send your Authentication Code to is identified with a dot to the right of the number.

To save your changes, click Save.

You will need to enter a six-digit authentication code, which will be sent to you by text message, or voice call.



Swansea Online: Overview

The change your preferred authentication between Text Message and Telephone Call, select 'Update Authentication Method'.

Update Image

If your contact details have changed, please ensure that you let us know so that we can update our records.

You can update your email or telephone numbers below. For any other changes to your personal or contact details, please contact your local branch who will be happy to help.

The blue dot to the right of your contact number below identifies which of your telephone numbers will receive the Authentication Code when you log into SBS Online.

Update Image

Update Authentication Method

Update Authentication Method

Contact | SBS Online Terms and Conditions
Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 206066.

Protecting Your Money

Select your preferred authentication method.

Click 'Save' to proceed.

Update Image

If your contact details have changed, please ensure that you let us know so that we can update our records.

You can update your email or telephone numbers below. For any other changes to your personal or contact details, please contact your local branch who will be happy to help.

The blue dot to the right of your contact number below identifies which of your telephone numbers will receive the Authentication Code when you log into SBS Online.

Update Image

Update Authentication Method

Update Authentication Method

Contact | SBS Online Terms and Conditions
Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 206066.

Protecting Your Money

If you require any further support or guidance using Swansea Building Society Online, you can contact our dedicated online team at the email address below.

online@swansea-bs.co.uk

Head Office

11-12 Cradock Street, Swansea SA1 3EW
01792 739100 | swansea@swansea-bs.co.uk

Carmarthen

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