

The image features a green header bar at the top left containing the Swansea Building Society logo. The logo consists of the word "SWANSEA" in large, bold, white, sans-serif capital letters, with "BUILDING SOCIETY" in smaller, white, sans-serif capital letters below it. Below the logo is a dark grey horizontal bar with the text "Established 1923" in white. The background of the entire page is a wide-angle photograph of a beach at sunset or sunrise. The sky is a mix of blue and orange, with scattered clouds. The beach is wide and sandy, with a small stream of water flowing through the dunes on the left. In the distance, there are cliffs and a small island.

**SWANSEA**  
BUILDING SOCIETY

Established 1923

# Swansea Building Society Online

## How to register

SBS Online: v3.0.2.1  
Document Version: v2.0  
Effective: January 2021

# SWANSEA

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**This document will guide you through the process of registering to use Swansea Building Society's Online Service.**



**Before you begin, you will need to check the following:**

- You need to be an existing member of Swansea Building Society.
- You will need to have at hand one or more of your Swansea Building Society Account Numbers.

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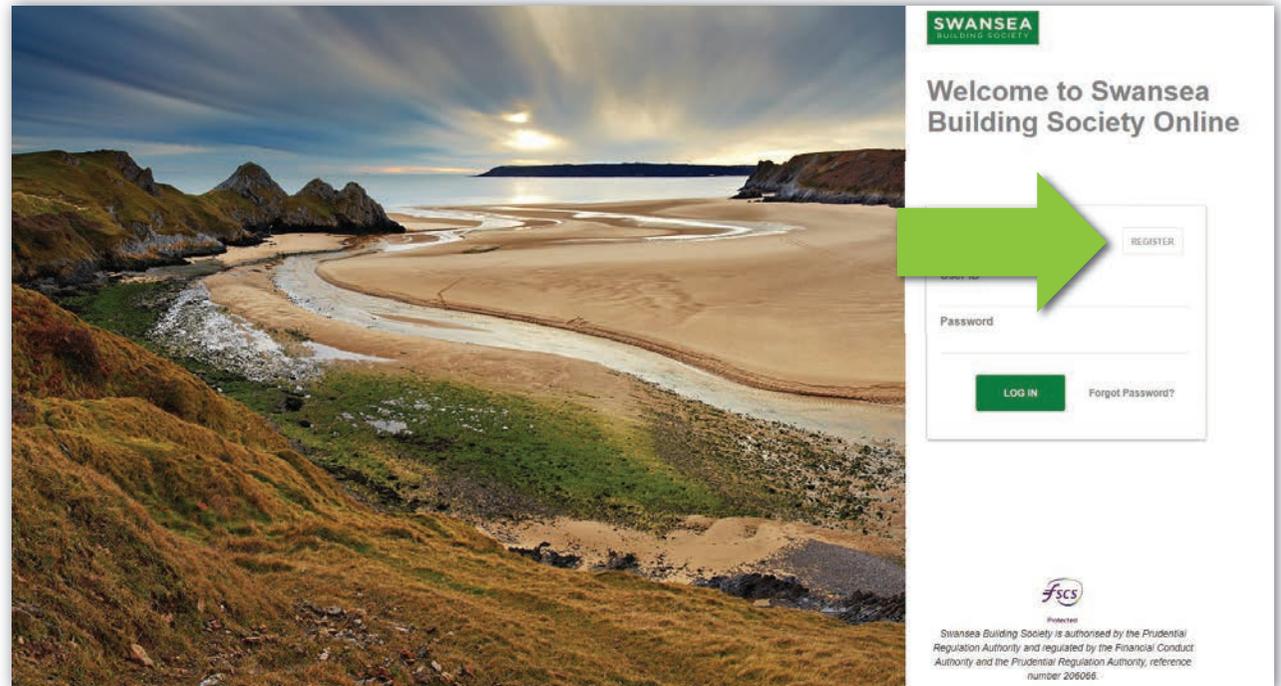
Visit Swansea Building Society Online at:

<https://online.swansea-bs.co.uk>

Click 'Register'

Read the introduction to ensure you are eligible to register to use Swansea Building Society Online.

Click 'Personal' to continue.



Read the introductory paragraphs relating to joint account holders.

To view the terms and conditions, click 'View'.

To proceed, check the 'I have read and I agree to the terms and conditions' checkbox.

Click 'Next' to proceed to the next page of the application form.

SWANSEA BUILDING SOCIETY

Step 2 of 3

## Terms & Conditions

Members of Swansea Building Society should use this screen to register to use 'Swansea Building Society Online'.

If you have previously registered to use Swansea Building Society online and are unable to access your account, please click 'Forgotten Password?' at the top of this page.

Joint account holders

Joint account holders should note that they need to register separately to use 'Swansea Building Society Online' if they both wish to operate their account(s) online.

You should note that if your joint account instructions require both to sign rather than the usual either to sign then you cannot make withdrawals using this system.

All account holders

Please read the terms before continuing. Click 'View' to download the SBS Online Terms & Conditions document, then click the tick box to confirm you have read and accept.

SBS Online Service Terms & Conditions

I have read and I agree to the terms and conditions

You can also view the Terms and Conditions at any time by visiting the link below:

<https://swansea-bs.co.uk/about-swansea-building-society/online-service-terms-and-conditions>

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Complete your personal details, these must match what we already hold on file for you.

You must be aged 11 or over to register to use our online services.

Click 'Next' to proceed to the next page of the application form.

Complete your contact details, these must match what we already hold on file for you.

Click 'Next' to proceed to the next page of the application form.

*If the details you supply do not match the details we hold on file, we may contact you to make sure the details are correct. It may be necessary for you to provide proof before we can approve online access.*

SWANSEA BUILDING SOCIETY Login | Forgotten Password?

Step 2 of 3

### Terms & Conditions

## Personal Details

Please provide your personal details to help us identify you.  
You must provide an answer to questions marked with a \*.

If any of your personal details are different to those currently held in our records, we may ask for your signed confirmation of the changes, or for up to date identification documents.

\* Title

\* First name(s)

\* Surname

\* Date of birth

Next

Terms & Conditions

## Personal Details

## Contact Details

Please enter the address that your Swansea Building Society account(s) are registered to:

\* Postcode   Enter Manually?

\* Email address

\* Confirm Email address

\* Please provide at least one contact number:

Home Number

Work Number

Mobile Number

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*You will be sent a one-time code by text or by voice call each time you sign into Swansea Building Society Online.*

*It's therefore important we have at least one telephone number for a phone that you will have access to. A mobile number is preferable.*

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Enter your Swansea Building Society Account number(s) which you wish to access online.

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

To add another account, click:



**Add Another Account**

Click 'Next' to proceed to the next page of the application form.

If you have multiple accounts with Swansea Building Society, you only need to add those accounts you wish to view online.

If you don't add them all now, or if you open a new account later, you can add these after registration.

## Account Details

Please enter the account numbers you wish to view in 'Swansea Building Society Online'.

You can register as many accounts as you have with Swansea Building Society. Simply enter your account number in the field below. If you would like to register more than one account then click 'Add Account'.

When you have entered the account numbers of the accounts you wish to be able to view, click 'Next'. Once you are registered, you can always add more accounts at any time.

Please note the account number format is eleven digits with no spaces or dots.

\* Account number



[Add Another Account](#)

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Read the introductory paragraphs relating to setting up a nominated bank or building society account.

You will be able to use this nominated account to withdraw funds from your Swansea Building Society account(s).

**If you have previously registered a nominated account with us, you will still need to complete these details again here to enable electronic withdrawals through the online system.**

If you have completed the form, click 'Next' to proceed to the next page of the application form.

If you do not wish to set up this facility now, click 'Skip' to proceed to the next page of the application form.

## Transferring Money

To enable you to withdraw funds and send them electronically to your bank account, you must first nominate a bank account in your name.

If you think that you will need to withdraw from your account using this service, you will first need to provide details of your bank account.

**Please note, we only permit withdrawals to UK bank and building society accounts that include your name; no third party withdrawals can be made.**

**If you have already registered a nominated account with us in branch:** you will still need to complete your nominated bank details below to withdraw to your nominated bank / building society account using Swansea Building Society Online. However, if these details are already held with us, no further action will be required (that is, you do not need to provide a copy of the bank or building society statement relating to the nominated account) and the nominated bank / building society account will be enabled by a member of the online team when your account is activated.

**If this is a new nominated account, or if you have not previously registered a nominated bank / building society account with us:** you can if you wish have this service set up as part of your registration to use Swansea Building Society Online by completing the form below. Upon activation of your Swansea Building Society Online account, we will send you a 'Nominated Bank Account Form' to sign and return to us along with a recent bank or building society statement detailing the Account you wish to have as the nominated bank account. Upon receipt of this form and bank / building society statement, we will then enable your nominated bank / building society account for use online and in branch.

If you do not wish to register for this service, please click 'Skip' to continue. You can set up a nominated bank / building society account at any time in the future, online or in branch.

Bank

Branch

Sort Code

Account Number

Account Name

Previous

Skip

Next

*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 following registration if this is the case*

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To access Swansea Building Society Online, you will need to provide items of security information that only you know.

Here you will need to set what your password and piece of memorable information will be.

Your password must be at least 8 characters, and contain:

- one upper case letter,
- one lower case letter,
- one number,
- one special character (e.g. !£\$%^&\*-#)

Your memorable information must be at least 8 characters.

Click 'Next' to proceed to the next page of the application form.

## Security Details

You will need to enter your security details to access Swansea Building Society Online.

Please enter your new password and memorable information below. Your password and memorable information should be different and are *both* used when you log in to Swansea Building Society Online.

*Your password must be at least 8 characters long and have at least:*

*one upper case letter,*

*one lower case letter,*

*one number,*

*one special character (e.g. !£\$%^&\*-#)*

\* Password

\* Confirm Password

\* Your memorable information

\* Confirm your memorable information

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Next

*You will need both your password and memorable information every time you log into Swansea Building Society Online, so be sure to choose something you will remember.*

*Never share these details with anyone*

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Select your marketing preferences. You can choose whether you wish to be contacted by email, post or telephone.

Marketing preferences can be updated at any time through your Swansea Building Society Online account, or by contacting one of our branch offices.

Click 'Next' to proceed to the next page of the application form.

Finally, you can review your details. Click 'Edit' to return to any of the previous sections.

Once you have reviewed the details provided, click 'Register' to submit your registration.

## Marketing

Swansea Building Society may from time to time wish to send you details of products and services which may be of interest to you.

Please indicate below by which means you would like to receive this information.

\* I'm happy to receive information from you by email



\* I'm happy to receive information from you by post



\* I'm happy to receive information from you by telephone



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Next

## Review Details

Please take a moment to review the details you have provided.

Click *Edit* against any section that you would like to amend.

To complete your registration application, click *Register*.

### Personal Details

Title

First name(s)

Surname

Date of birth

Edit

### Contact Details

Address

Postcode

Overseas Address

Home Telephone

Work Telephone

*The details you provide need to match that which we already hold on file for you.*

*If any of the details you provide differ, it may delay your registration and we may need to contact you to verify the details.*

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## That's it for now!

Our dedicated online team will now review your application and once verified, will contact you via email with the next steps to activate your account.

*Remember you will need both your password and memorable information every time you log into Swansea Building Society Online, so be sure not to forget these details, or it may delay your access to Swansea Building Society Online.*

The screenshot shows the final step of the registration process. At the top left, the Swansea Building Society logo is visible. In the top right corner, there are links for 'Login' and 'Forgotten Password?'. The main content area is titled 'Step 3 of 3' and features the heading 'Your registration is almost complete' with a green checkmark icon below it. The text states: 'Your registration will be processed shortly.' and 'A member of our Online Banking Team will contact you to confirm your registration. Once we have verified your registration, an activation code will be sent by email to your registered account.' At the bottom, there is the FSCS logo and a disclaimer: 'Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 200056.'

*If you wish to register another user immediately, please close and re-open your web browser before completing the next registration*

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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](mailto:online@swansea-bs.co.uk)**