

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

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Swansea Building Society Online

Overview

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

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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 the 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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Overview

Main Menu

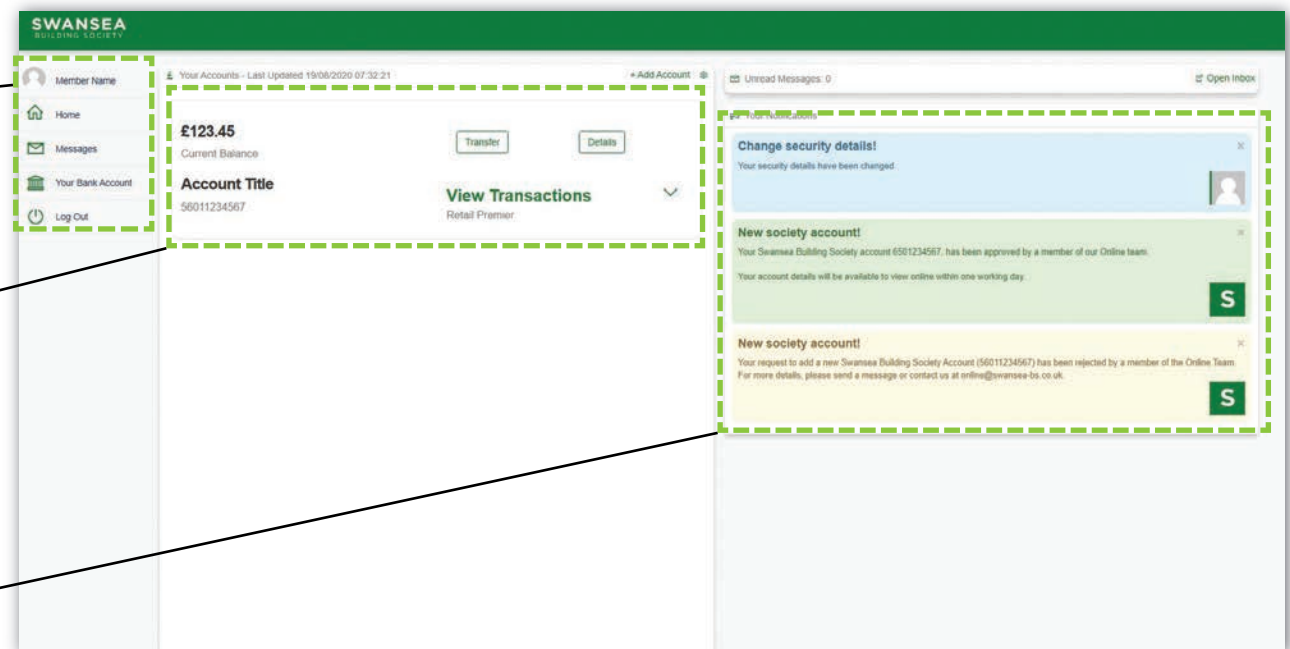
Navigate between the sections of Swansea Building Society Online

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.



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Secure Messaging

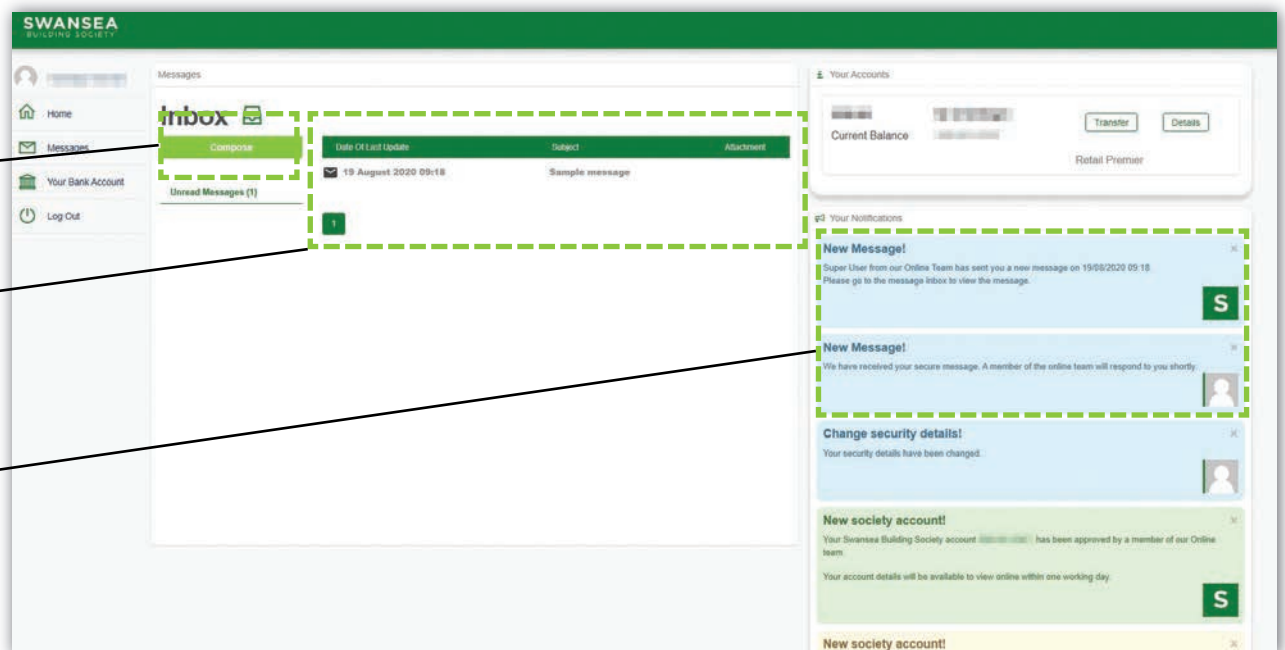
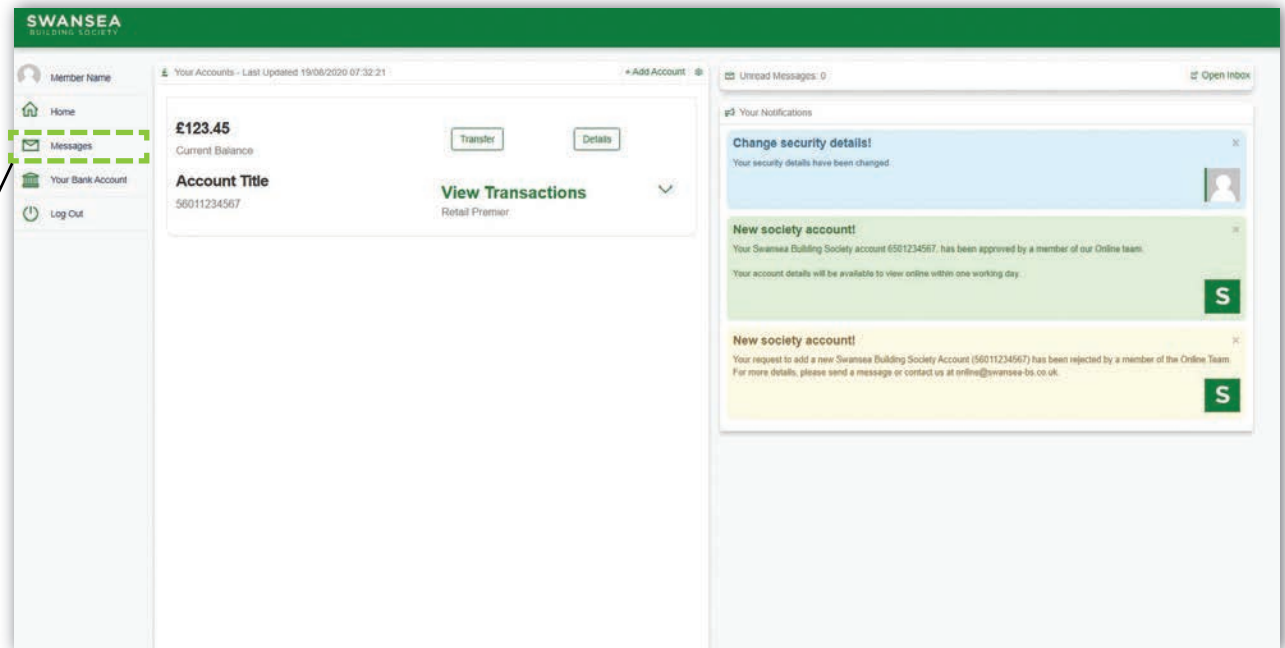
You can send and receive secure messages to and from our dedicated online team through Swansea Building Society Online.

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.



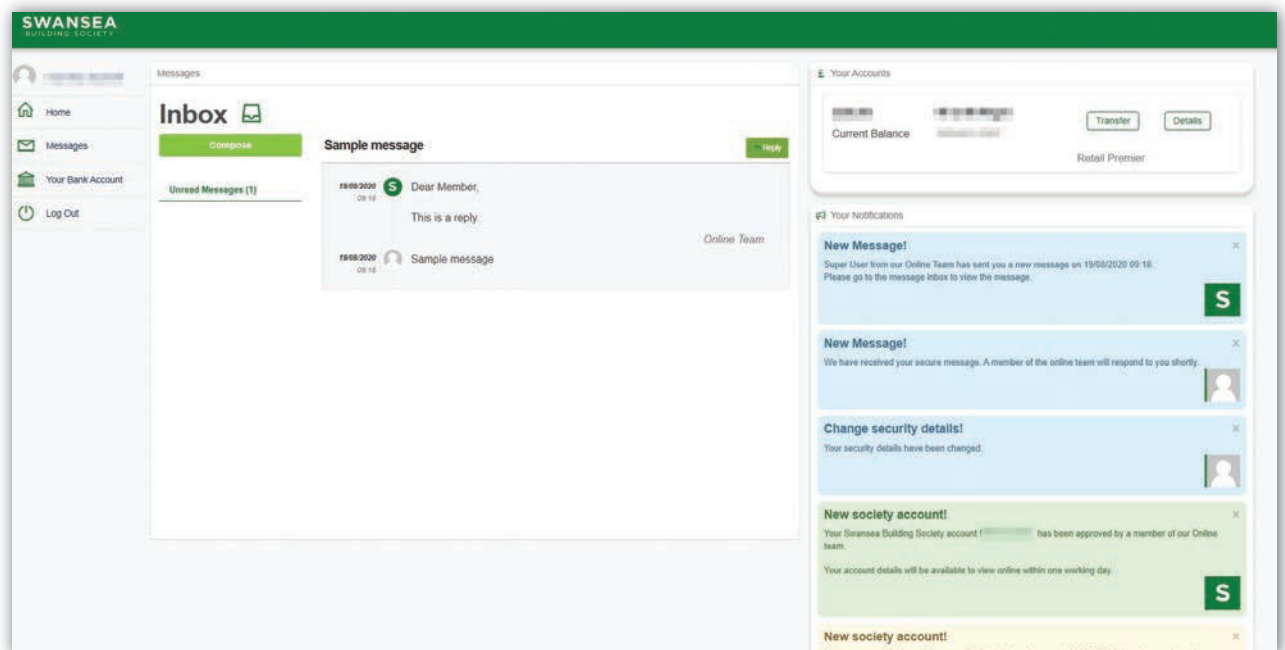
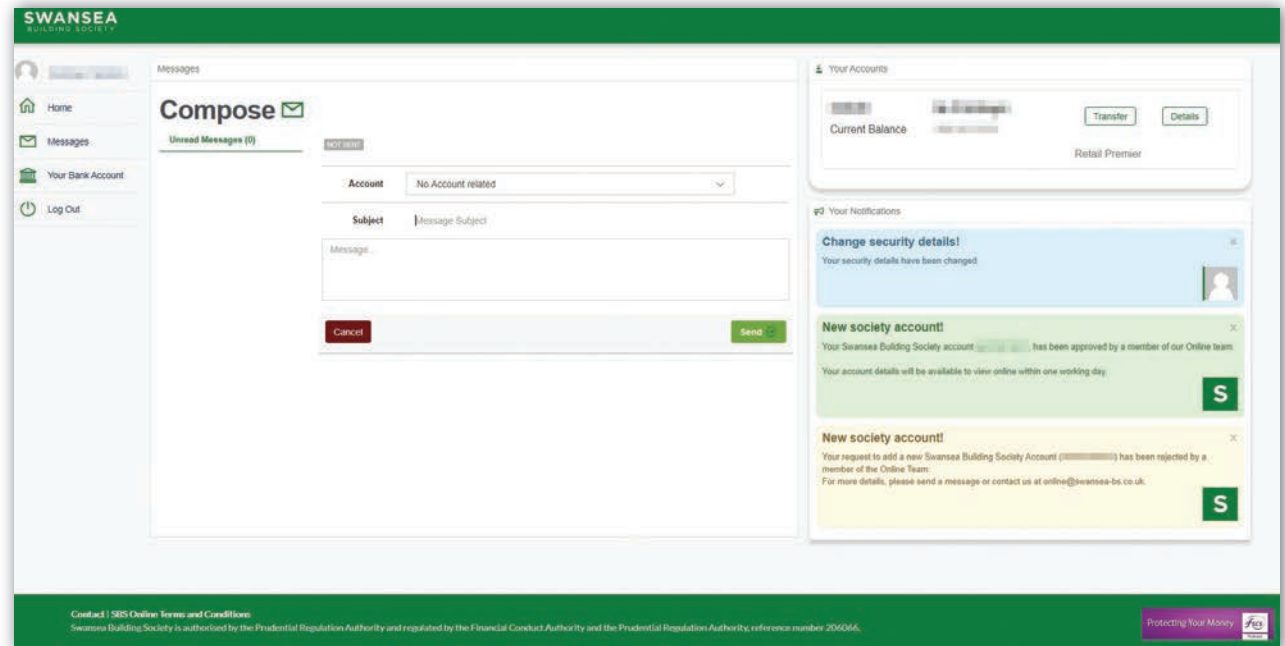
When composing a new message, you can select one of your accounts from the provided drop down list, if your message is about a particular account.

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'.

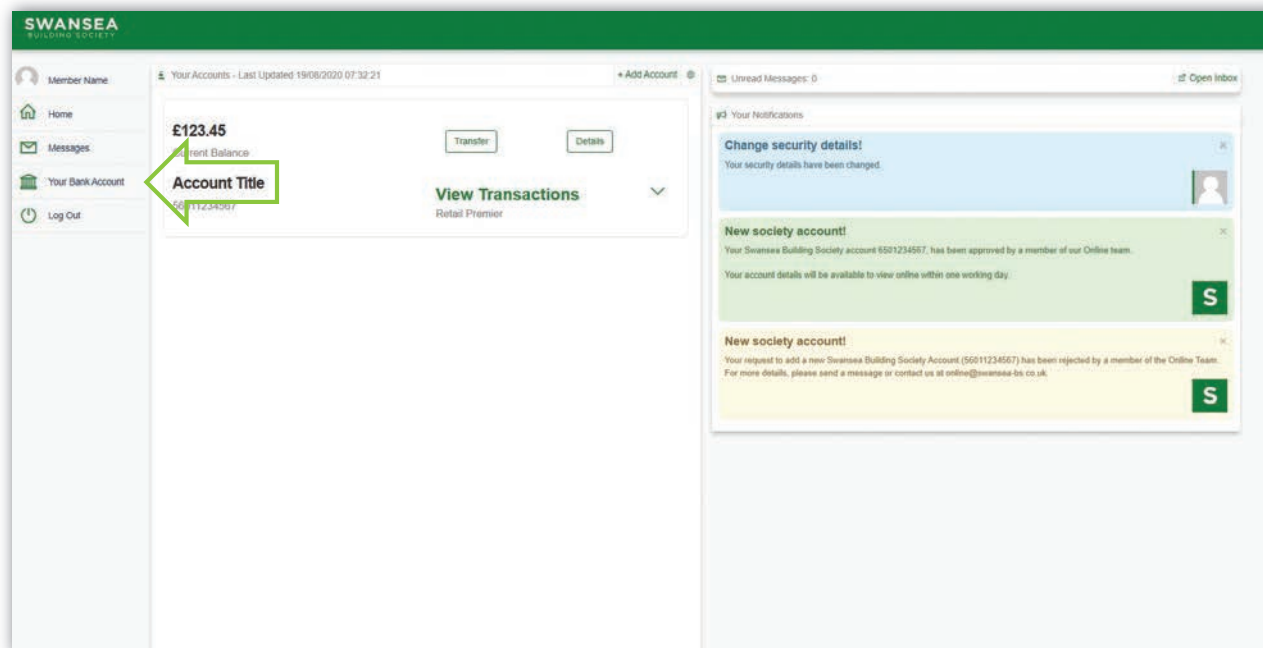


Managing your Nominated Account

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>

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If you opted not to 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.

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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.

Home | Your Bank Account | Log Out

Bank:

Branch:

Sort Code: - -

Account Number:

Account Name:

Contact | SRS Online Terms and Conditions
Swansea Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority

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

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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

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 5601921207, has been approved by a member of our Online Team.

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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.

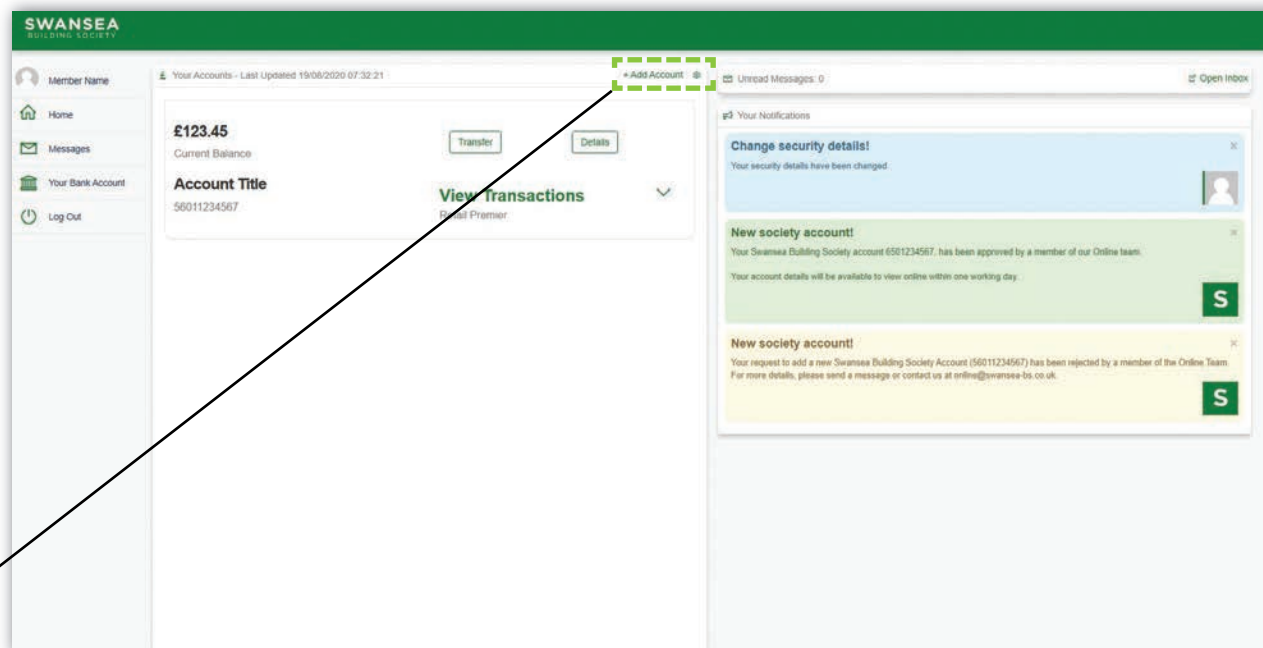
From the home page, click '+ Add Account'.

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 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.

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Add a new account

Account Number

Add Cancel

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.

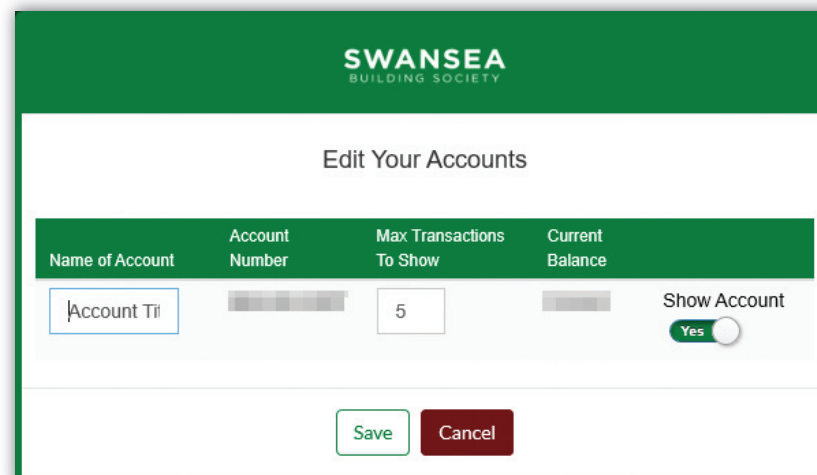
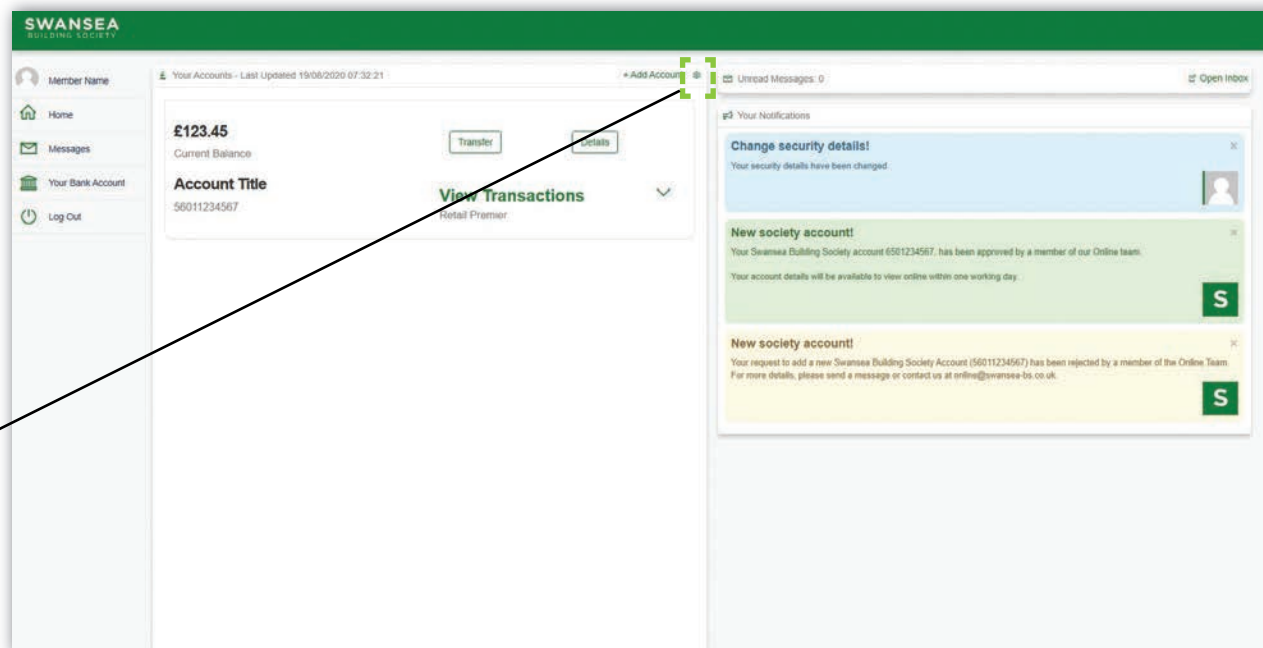
Max Transactions to show

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.



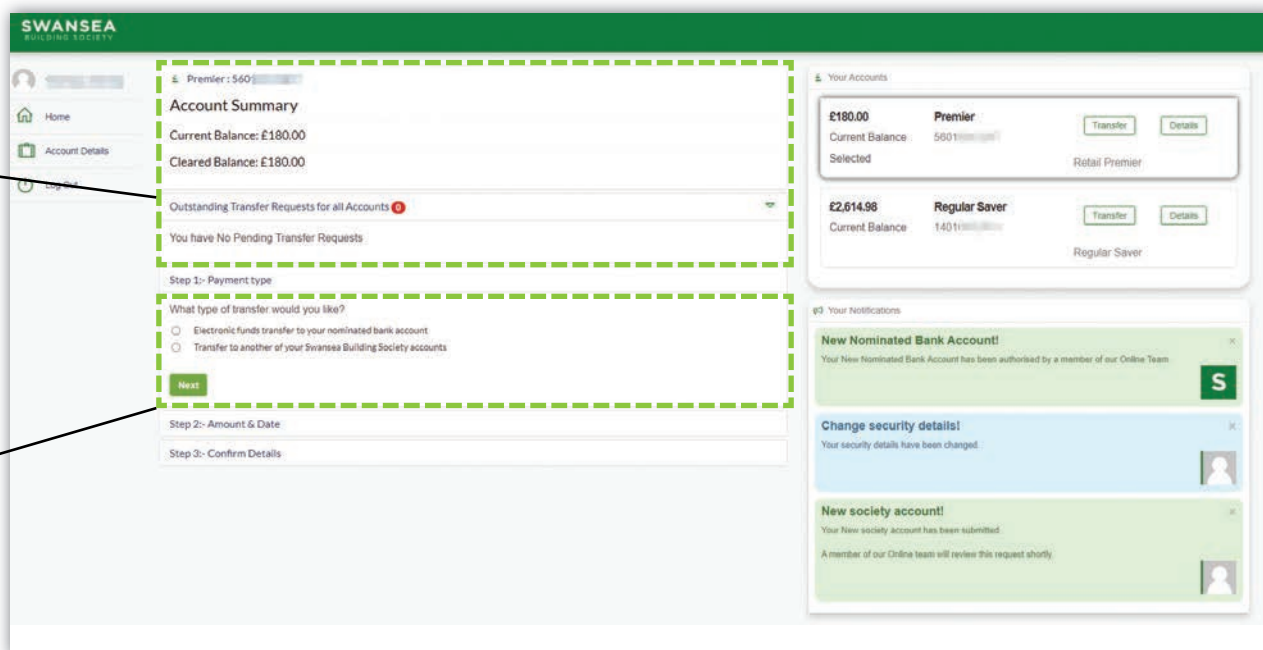
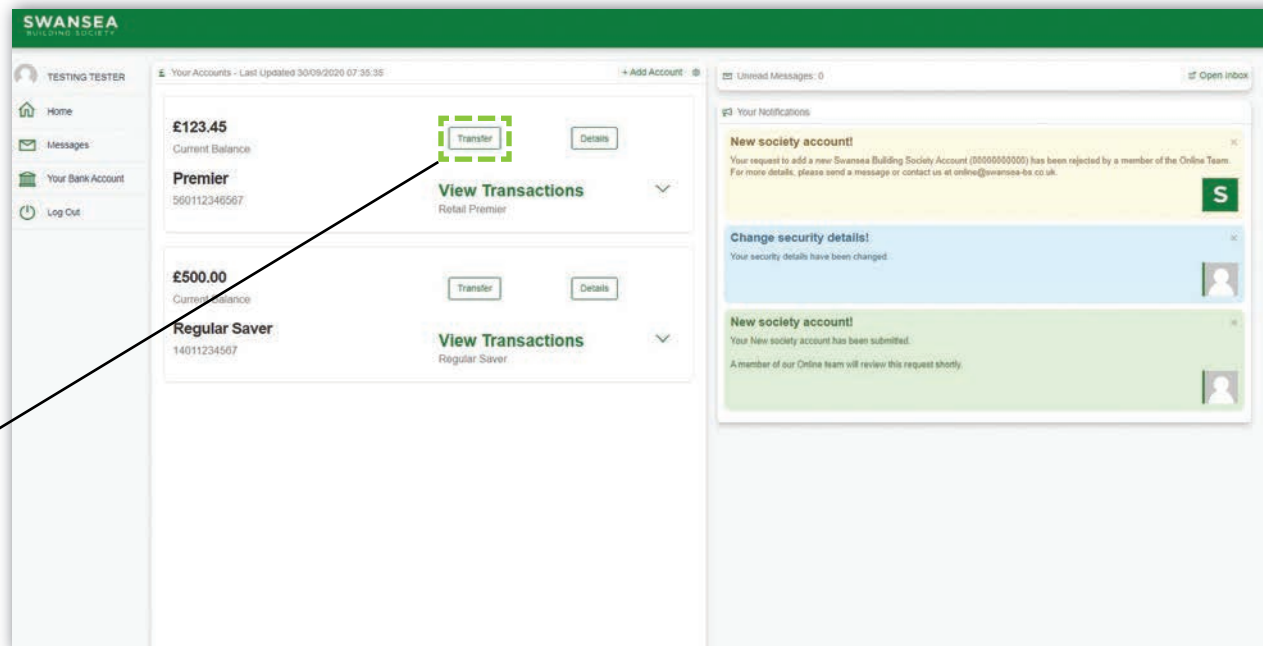
Transferring funds between your SBS Accounts or to a Nominated Account

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.

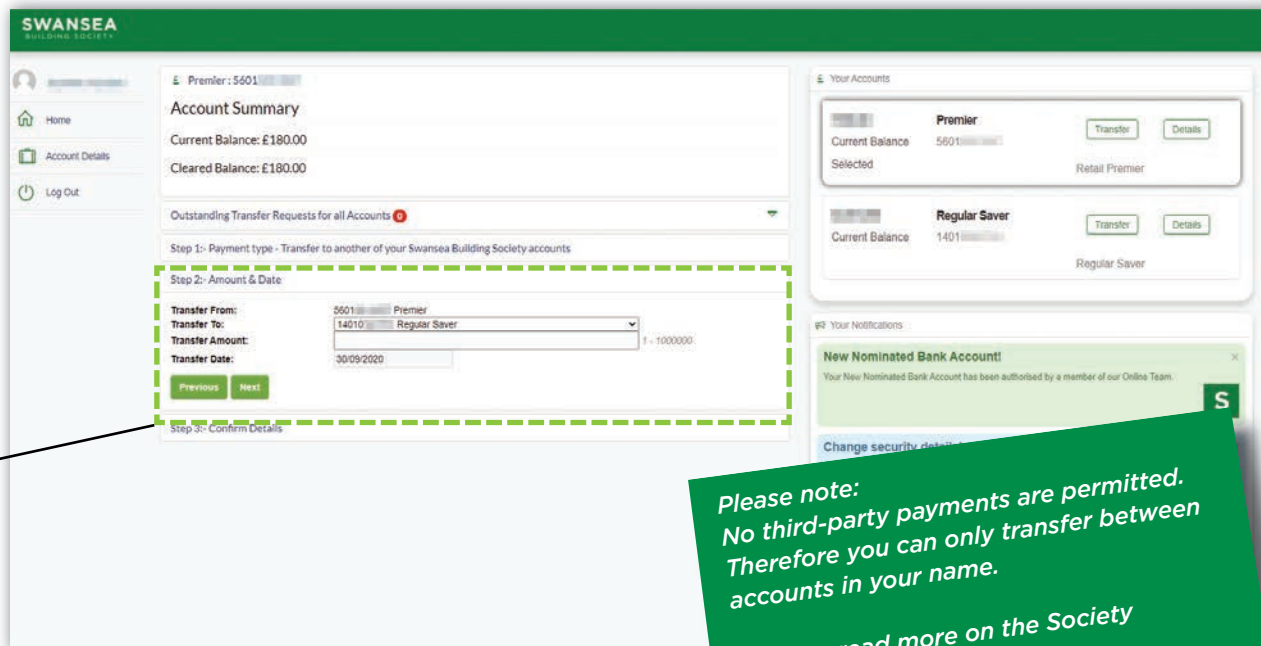


If you have more than one additional Swansea Building Society accounts, you can select which account you would like to transfer the funds to.

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.

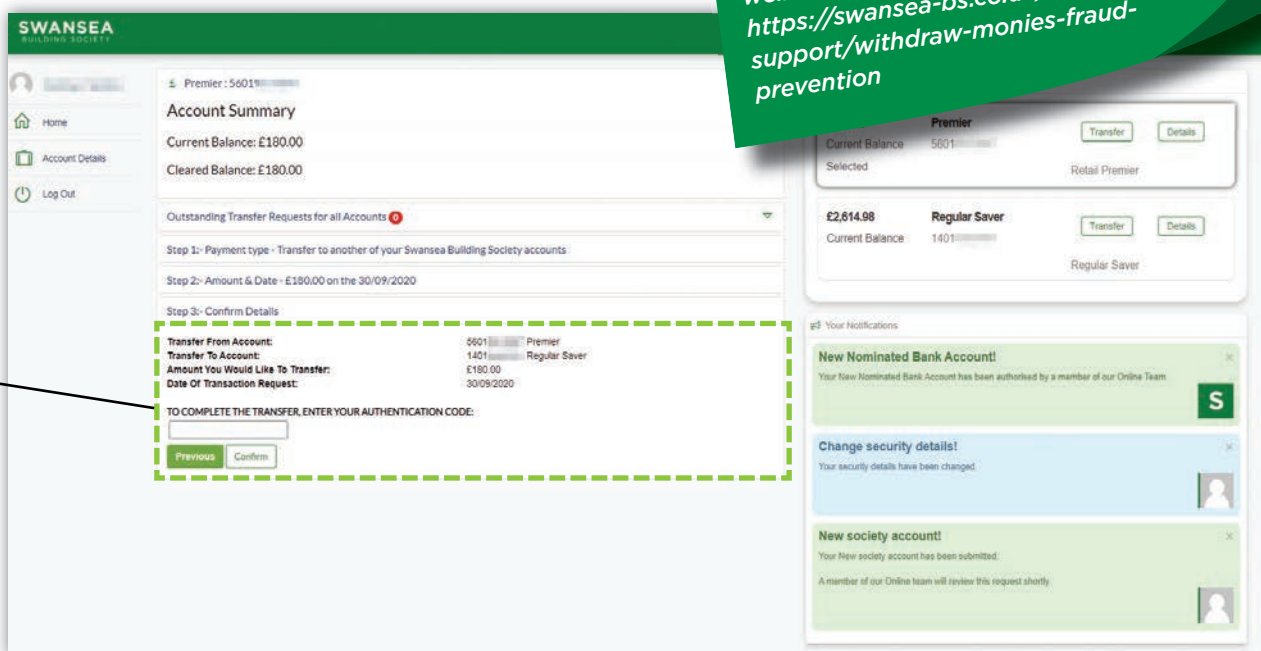
You will need to enter your password or a six-digit authentication code, which will be sent to you by text message, or voice call.

Click 'Confirm' to complete the transfer request.



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>



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.

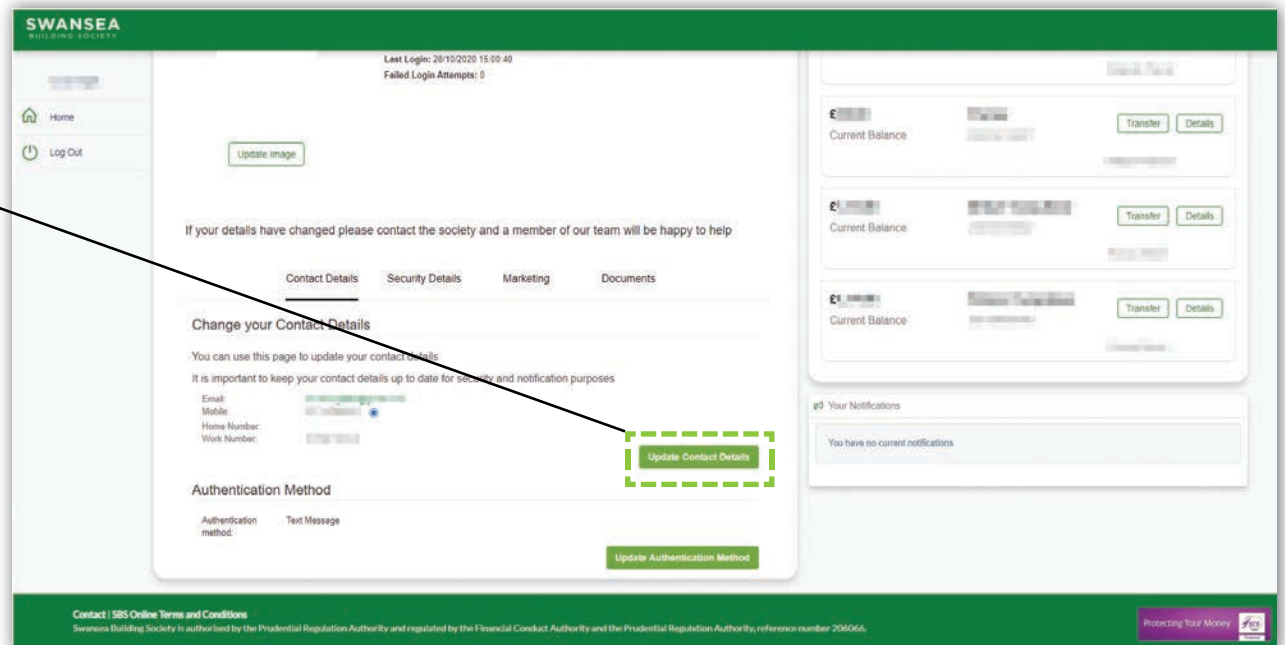
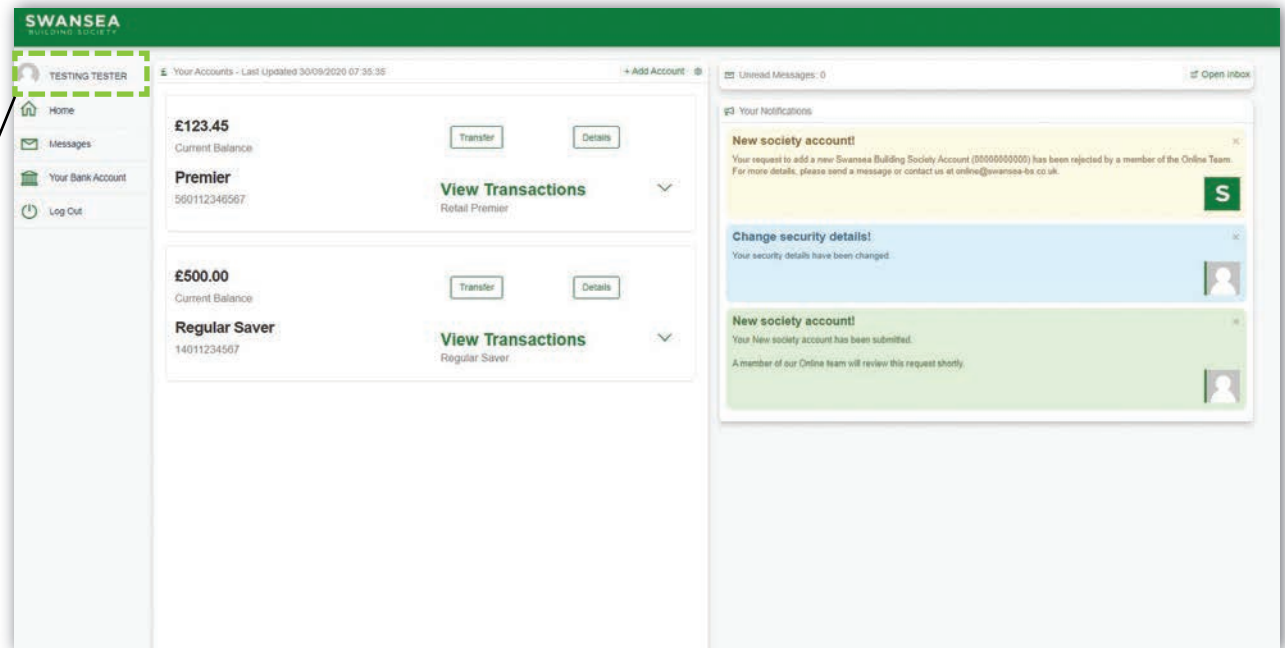
Select 'Update Contact Preferences'.

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.

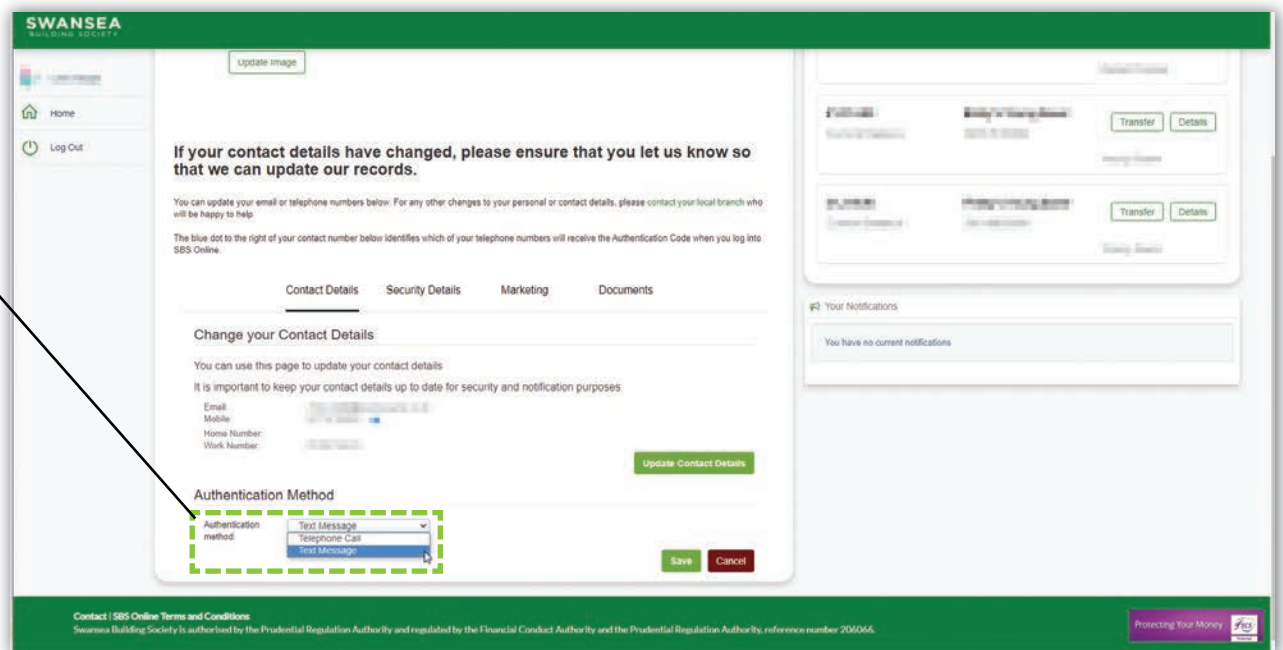
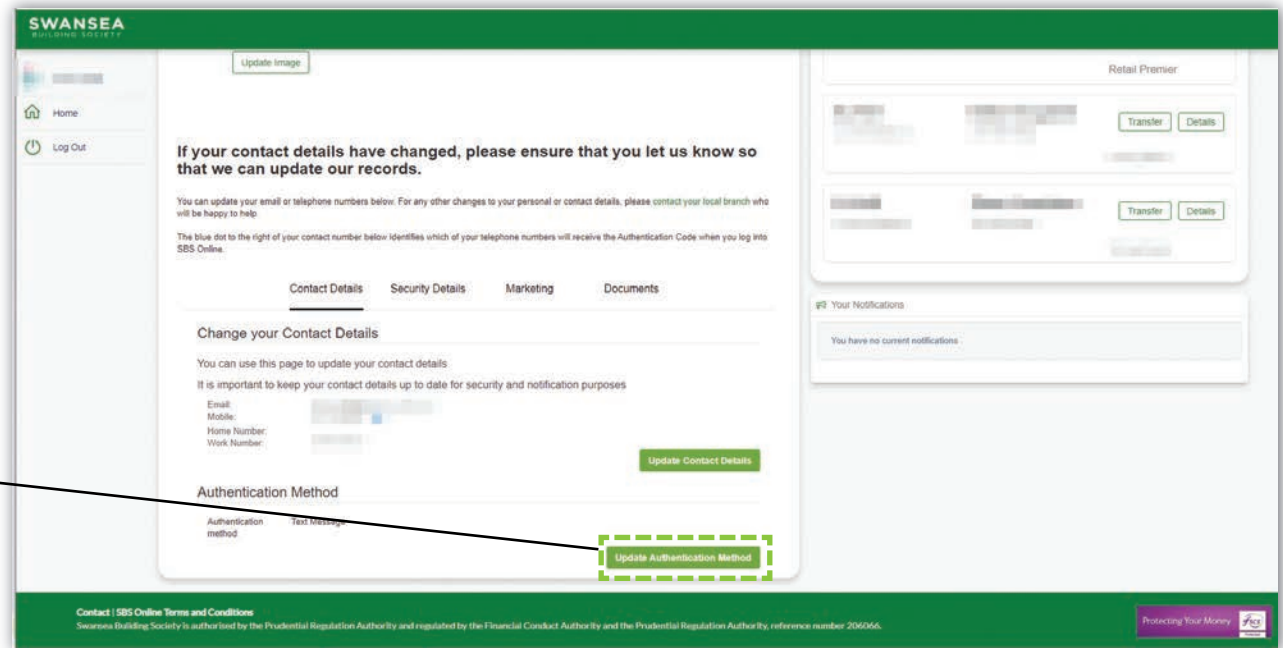
You will need to enter a six-digit authentication code, which will be sent to you by text message, or voice call.



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

Select your preferred authentication method.

Click 'Save' to proceed.



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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