

The logo for Swansea Building Society, featuring the word "SWANSEA" in large, bold, white capital letters above the words "BUILDING SOCIETY" in smaller, white capital letters, all set against a green rectangular background.

SWANSEA
BUILDING SOCIETY

Established 1923

The main title of the document, "Swansea Online How to register", written in white sans-serif font. A vertical green bar is positioned to the right of the text.

Swansea Online

How to register

SBS Online: 3.5.0.17
Document Version: v1.1
Effective: 24/02/2023

Before you begin

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 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.



Swansea Online: How to register

Visit Swansea Building Society Online at:

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

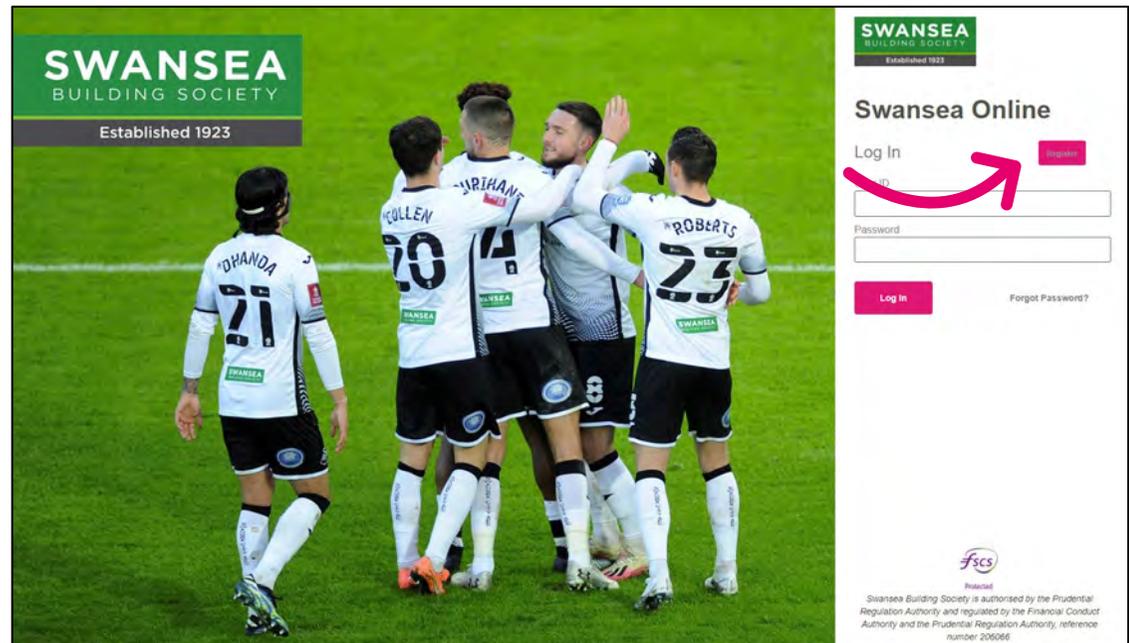
Click 'Register'

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

If you are registering to operate personal accounts in your name, select 'Personal'.

If you are registering to access a business account on which you are a signatory, select 'Corporate'.

If you operate both personal and business accounts with the society, you may need to register twice for the service. Once as personal, and a 2nd time as a corporate.



SWANSEA
BUILDING SOCIETY
Established 1923

Swansea Online

Log In

ID

Password

[Forgot Password?](#)

Prudential
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



SWANSEA
BUILDING SOCIETY
Established 1923

Register

Please confirm if you are a personal or corporate customer.

Prudential
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

Swansea Online: How to register

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
Established 1923

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 that you must tick box to confirm you have read and accept.

Swansea Online 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://www.swansea-bs.co.uk/customer-support/online-registration>

Swansea Online: How to register

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 your online access.

The screenshot shows the 'Personal Details' section of the registration form. At the top left is the Swansea Building Society logo with 'Established 1923'. At the top right are links for 'Login' and 'Forgotten Password?'. The page is titled 'Step 2 of 3' and 'Terms & Conditions'. The main heading is 'Personal Details'. Below this, there are instructions: 'Please provide your personal details to help us identify you.' and 'You must provide an answer to questions marked with a *'. A note states: '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.' The form fields include: 'Title' (dropdown), 'First name(s)' (text), 'Surname' (text), and 'Date of birth' (three dropdowns for day, month, and year). A pink 'Next' button is at the bottom.

The screenshot shows the 'Contact Details' section of the registration form. At the top right is a '+' icon. The main heading is 'Contact Details'. Below this, there are instructions: 'Please enter your address and contact details.' and 'One of your telephone numbers will be used to send a one-time code, each time you access Swansea Building Society Online. If you would prefer this to be sent to your mobile phone, please ensure your mobile telephone number is provided below.' The form fields include: 'Postcode' (text) with a pink 'Find' button and a 'Enter Manually' link; 'Email address' (text) with 'example@email.co.uk'; 'Confirm Email address' (text) with 'example@email.co.uk'; and 'Please provide at least one contact number' (checkbox). Below this are three text boxes for 'Home Number', 'Work Number', and 'Mobile Number'. A pink 'Next' button is at the bottom right, and a 'Previous' button is at the bottom left.

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.

Swansea Online: How to register

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:



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.

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

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](#)

Swansea Online: How to register

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

If you have not previously registered a nominated account with us, or if the details you provide here 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 your registration if this is the case.

Swansea Online: How to register

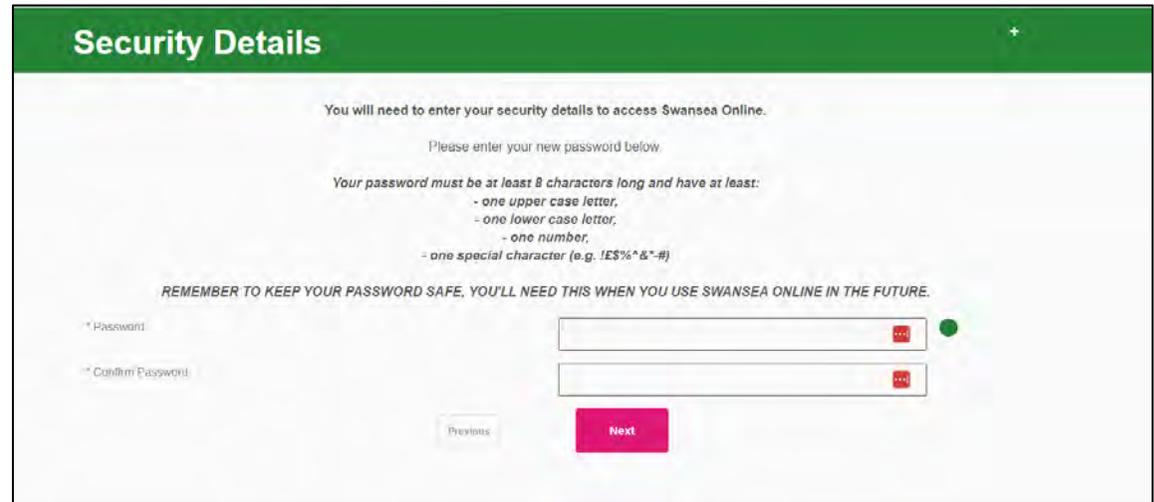
To access Swansea Building Society Online, you will need to provide items of security information that only you know.

Here you will need to set what your password 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. !£\$%^&*~#)

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



The screenshot shows a web form titled "Security Details" with a green header. The main content area is white and contains the following text: "You will need to enter your security details to access Swansea Online." followed by "Please enter your new password below." and "Your password must be at least 8 characters long and have at least:" followed by a list of requirements: "- one upper case letter," "- one lower case letter," "- one number," and "- one special character (e.g. !£\$%^&*~#)". Below this is a reminder: "REMEMBER TO KEEP YOUR PASSWORD SAFE. YOU'LL NEED THIS WHEN YOU USE SWANSEA ONLINE IN THE FUTURE." The form has two input fields: "Password" and "Confirm Password", both with red eye icons. There are "Previous" and "Next" buttons at the bottom.

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

Never share these details with anyone.

Swansea Online: How to register

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

Previous

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

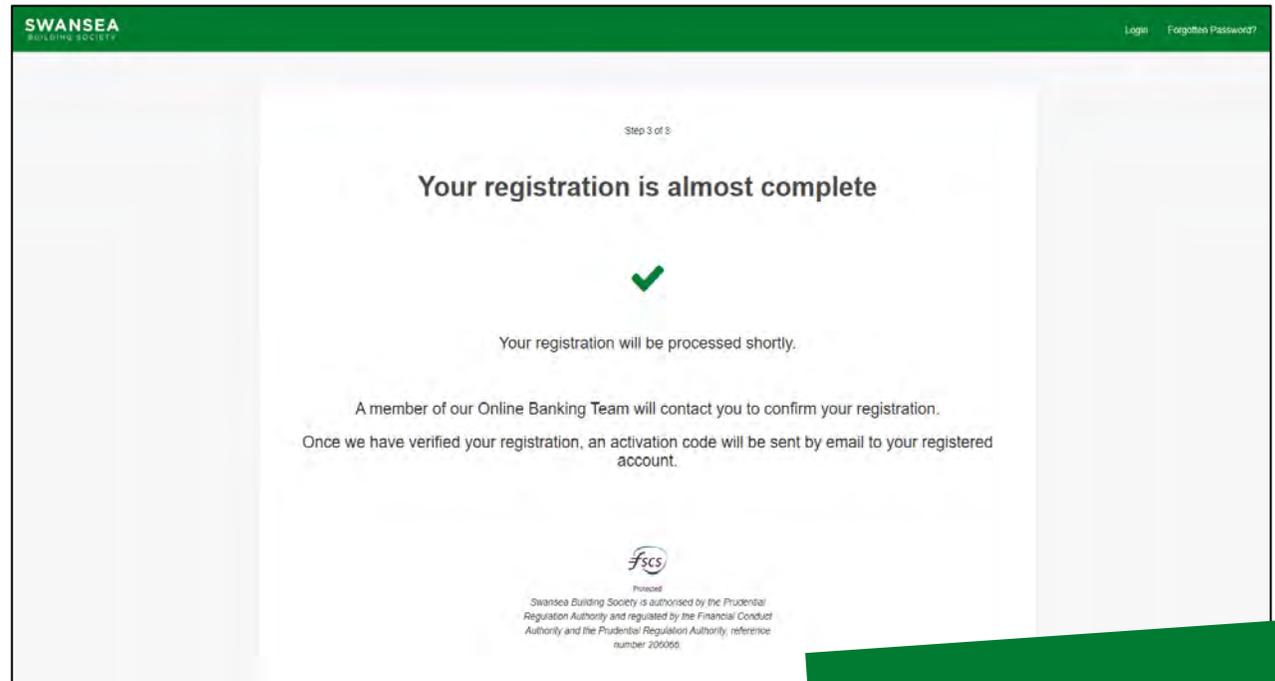
The details you provide need to match that which we already hold on file for you.

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

Swansea Online: How to register

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 your password 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.

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

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

13-14 Lammas Street, Carmarthen SA31 3AQ
01267 611950 | carmarthen@swansea-bs.co.uk

Cowbridge

75 High Street, Cowbridge CF71 7AF
01446 506000 | cowbridge@swansea-bs.co.uk

Mumbles

496 Mumbles Road, Swansea SA3 4BX
01792 739200 | mumbles@swansea-bs.co.uk

Swansea

1-4 Portland Street, Swansea SA1 3DH
01792 739100 | swansea@swansea-bs.co.uk