

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 title "Swansea Online Overview" in white, sans-serif font, positioned in the lower right quadrant of the page. A vertical green bar is located to the right of the word "Overview".

Swansea Online
Overview

SBS Online: 3.5.0.17
Document Version: v1.0
Effective: 20/02/2023

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 have access to your registered telephone to receive your six-digit authentication code.



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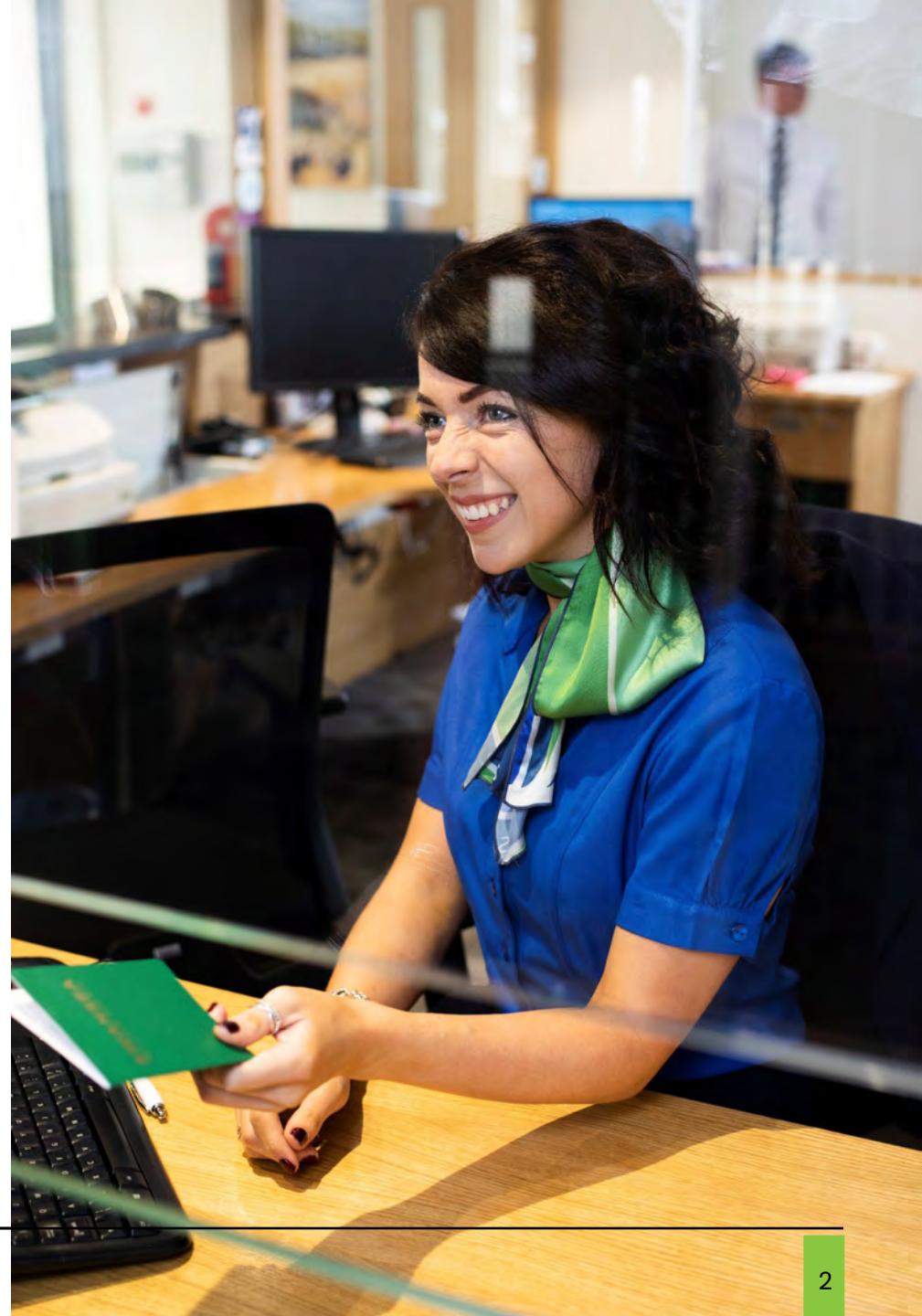
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Overview

Main Menu

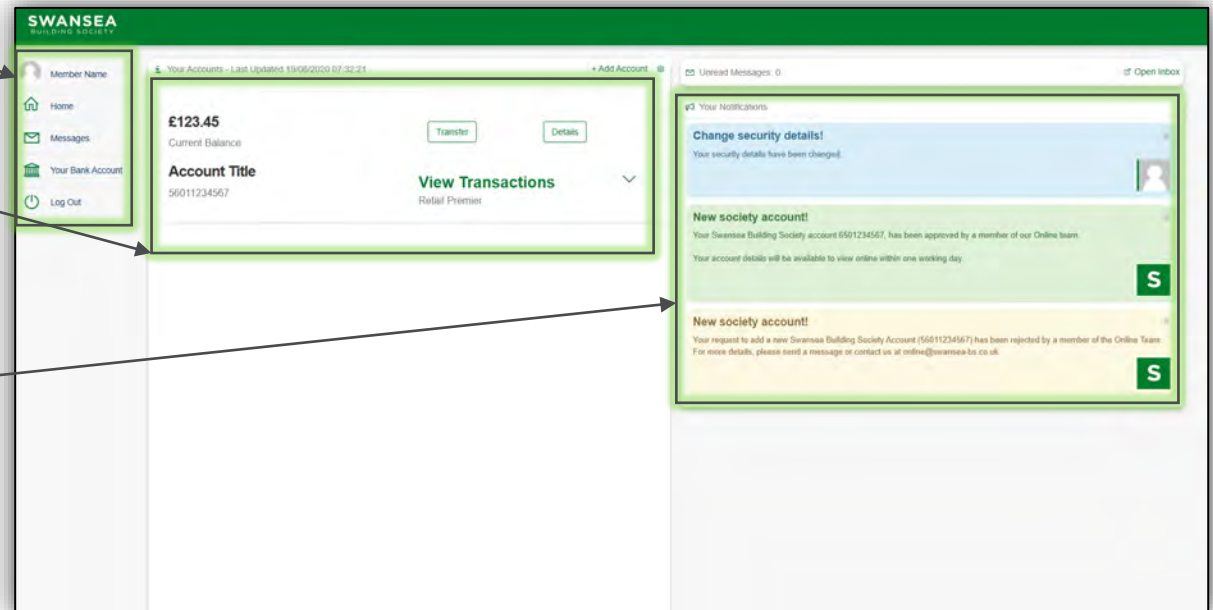
Navigate between the sections of Swansea Building Society Online

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

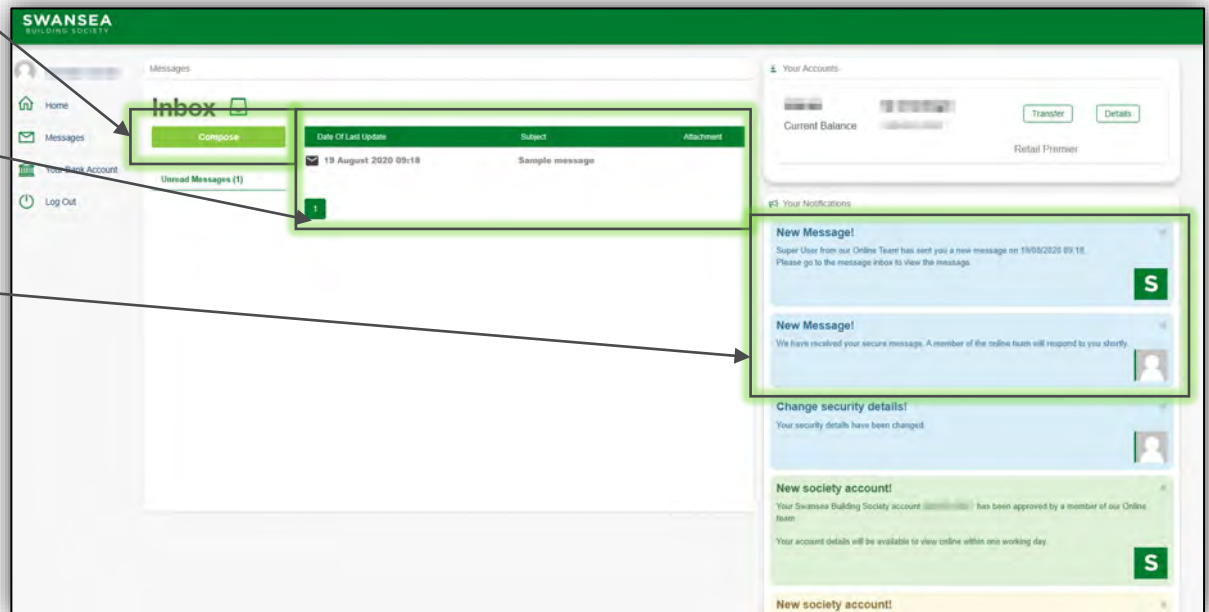
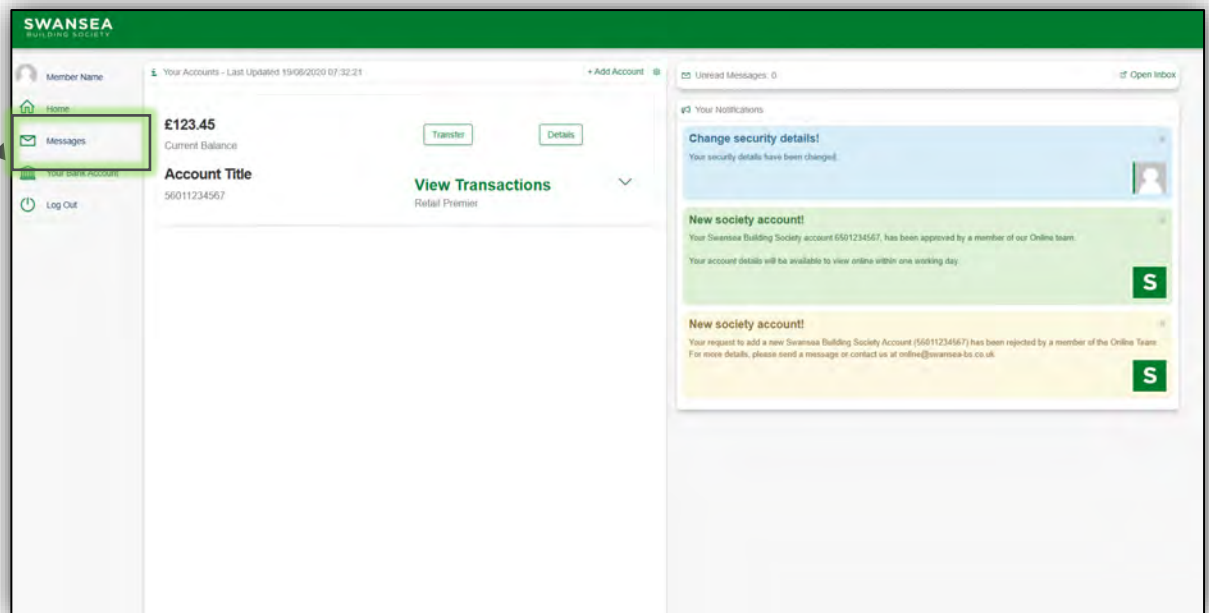
You can send and receive secure messages to and from our dedicated online team through Swansea Building Society Online.

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.

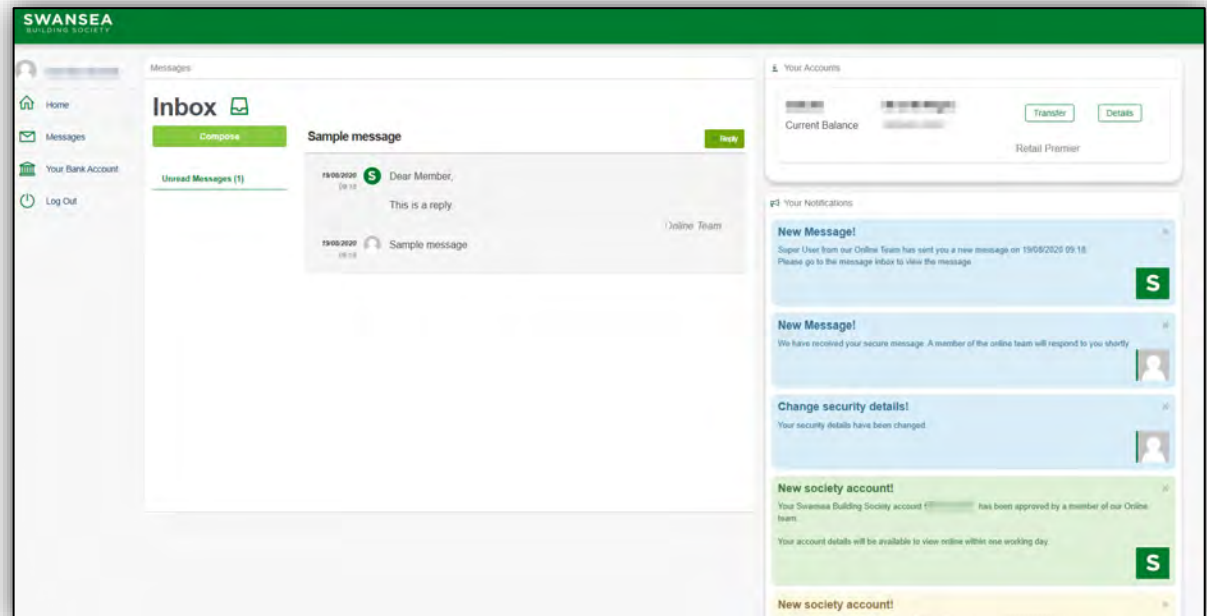
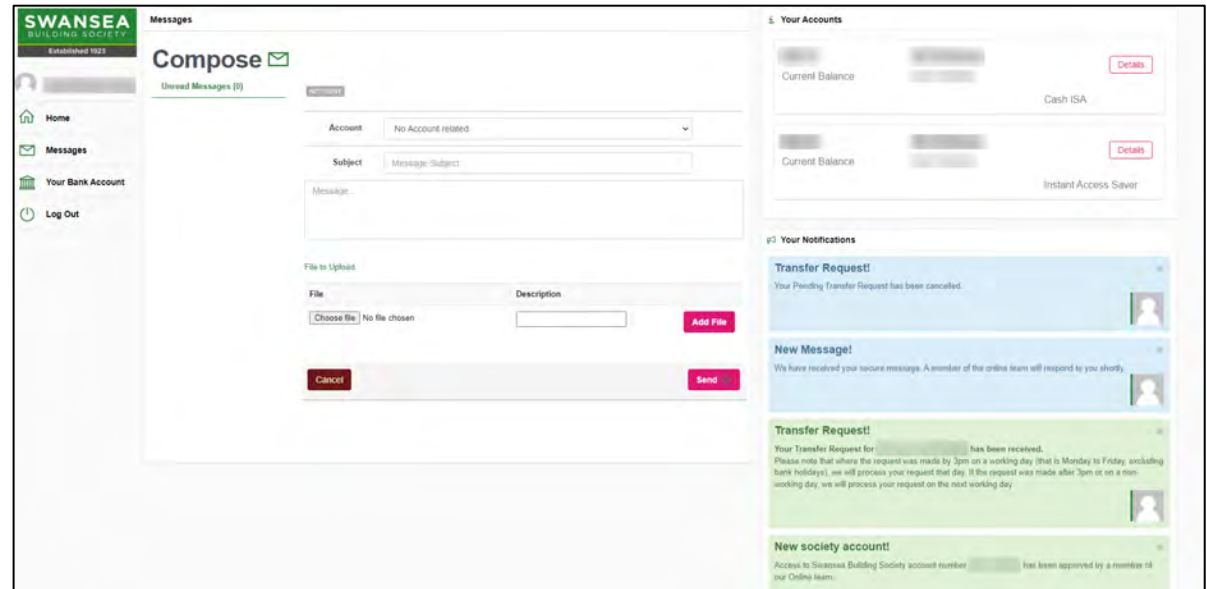
If the message is a general enquiry, select 'No Account related'.

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

You can also attach a file to the message if needed.

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'.

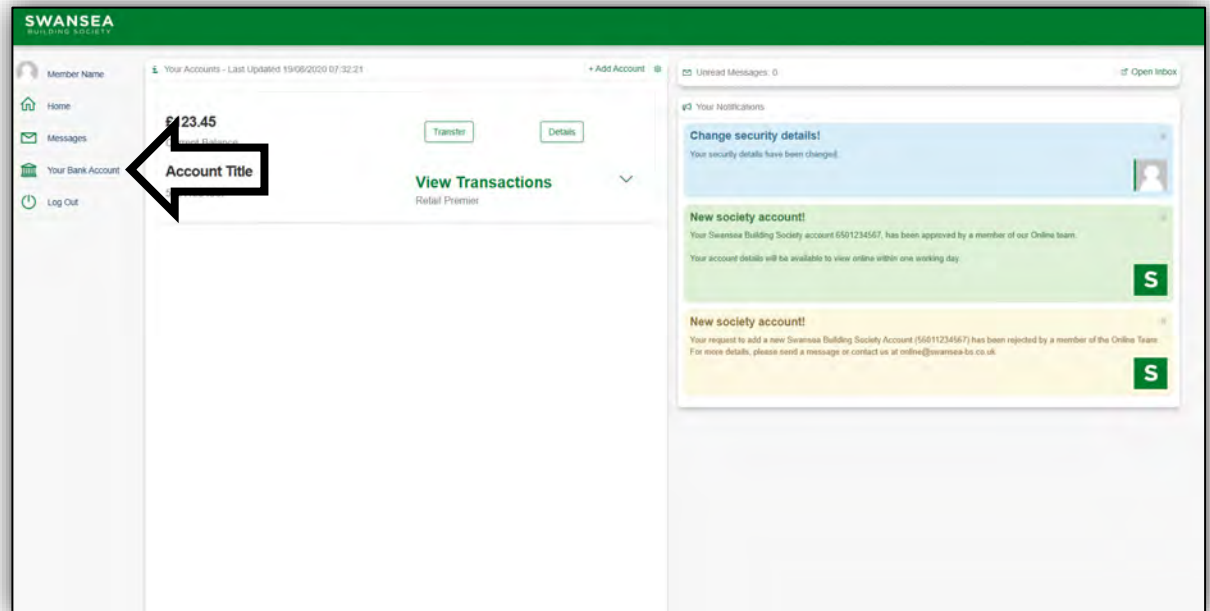


Managing your Nominated Account

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>

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' registration form. The form includes fields for Bank, Branch, Sort Code, Account Number, and Account Name. A 'Submit' button is located at the bottom right of the form. A green callout box on the right side of the form contains the following text: '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 dashboard. The main content area displays a confirmation 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, a table lists the bank account details:

Bank Name	Branch	Sort Code	Account Number	Account Name	Bank Status	
Bank	Branch	000000	000000	Account Name	Awaiting approval	Edit Delete

The dashboard also features a 'Your Accounts' section with a 'Transfer' button and a 'Details' button. A 'Your Notifications' section on the right contains several messages, including 'New Nominated Bank Account!', 'New Message!', 'Change security details!', and 'New society account!'.

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'.

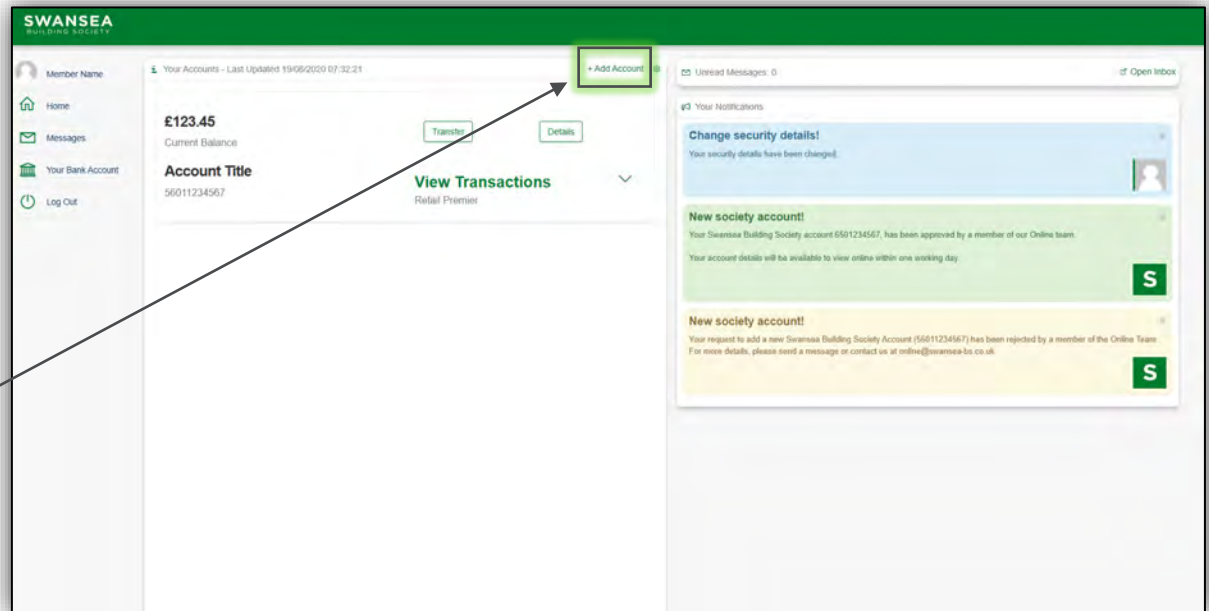
You will be prompted to enter your new account number.

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.

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Add a new account

Account Number

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.

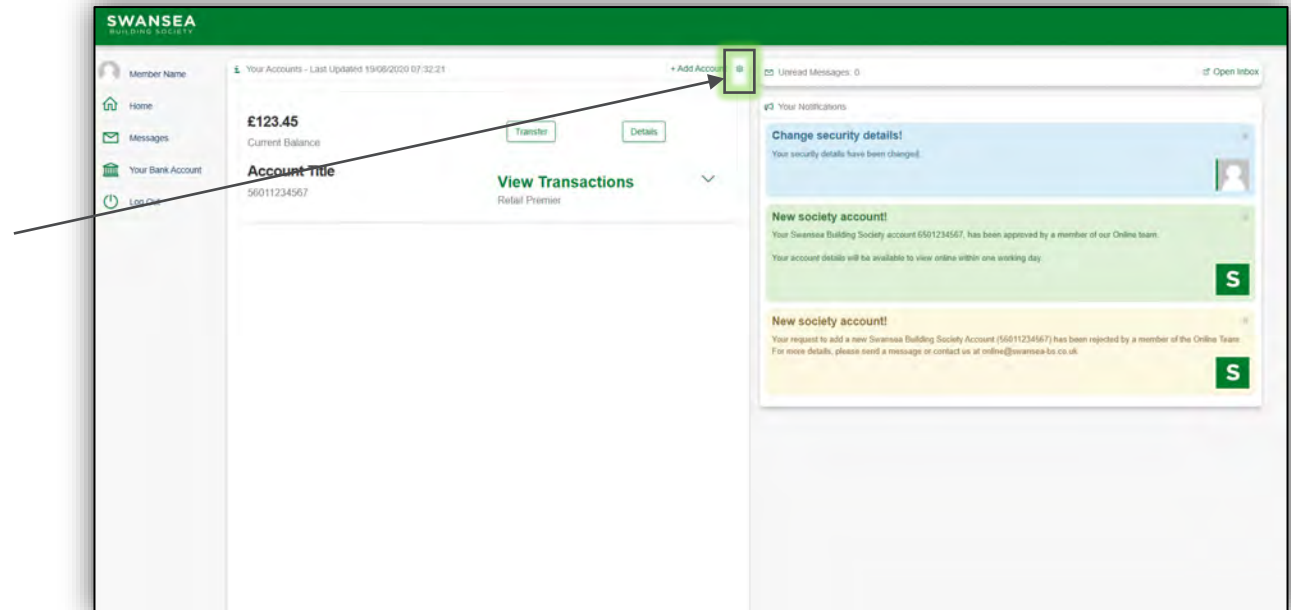
Max Transactions to show

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

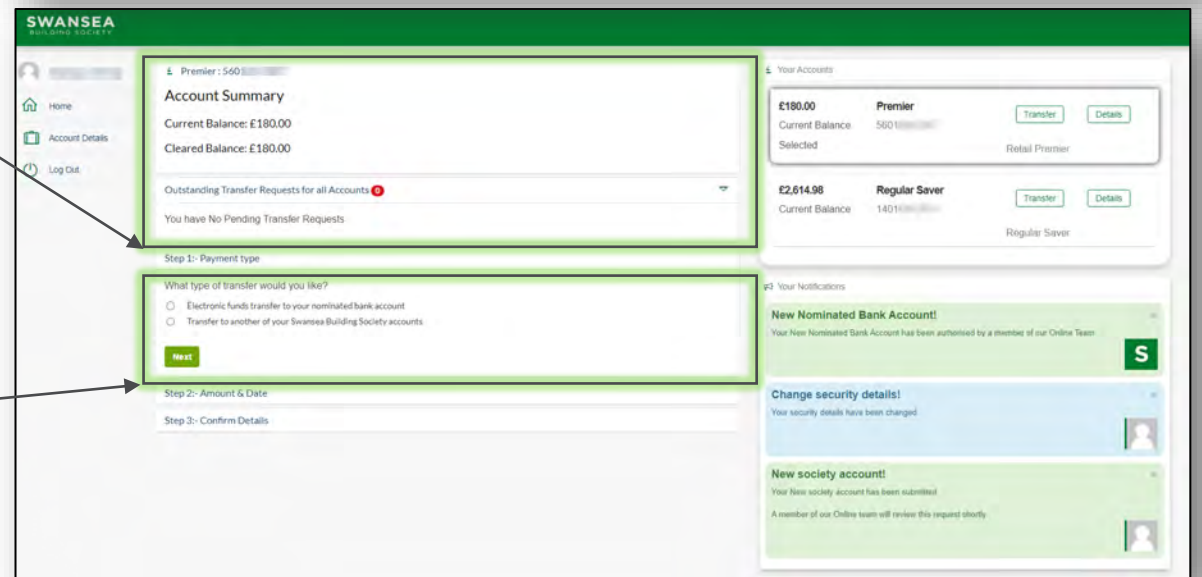
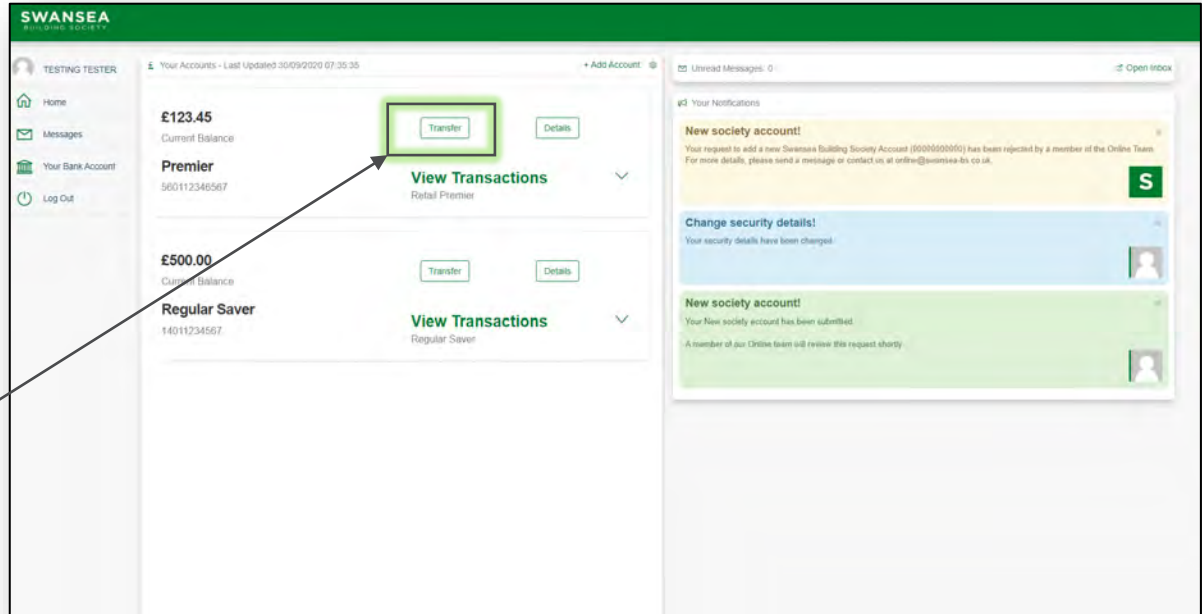
From the home screen, select 'Transfer' against the account you wish to transfer from.

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.



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 screenshot shows the Swansea Building Society online interface. The main content area is titled 'Premier: 5601' and 'Account Summary', displaying 'Current Balance: £180.00' and 'Cleared Balance: £180.00'. Below this, it indicates 'Outstanding Transfer Requests for all Accounts' and 'Step 1: Payment type - Transfer to another of your Swansea Building Society accounts'. The current step is 'Step 2: Amount & Date', which includes a 'Transfer From' dropdown set to '5601 Premier', a 'Transfer To' dropdown set to '14010 Regular Saver', a 'Transfer Amount' field with '£100,000' entered, and a 'Transfer Date' field with '30/09/2020' entered. There are 'Previous' and 'Next' buttons. On the right, there is a 'Your Accounts' section showing 'Premier' and 'Regular Saver' accounts with their respective balances and 'Transfer' and 'Details' buttons. Below that, there are notification banners for 'New Nominated Bank Account!', 'Change security details!', and 'New society account!'.

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>

The screenshot shows the Swansea Building Society online interface at 'Step 3: Confirm Details'. The main content area displays the transfer details: 'Transfer From Account: 5601 Premier', 'Transfer To Account: 14010 Regular Saver', 'Amount You Would Like To Transfer: £180.00', and 'Date Of Transaction Request: 30/09/2020'. Below this, it says 'TO COMPLETE THE TRANSFER, ENTER YOUR AUTHENTICATION CODE:' followed by an input field. There are 'Previous' and 'Confirm' buttons. The right-hand side of the interface is identical to the previous screenshot, showing account summaries and notification banners.

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.

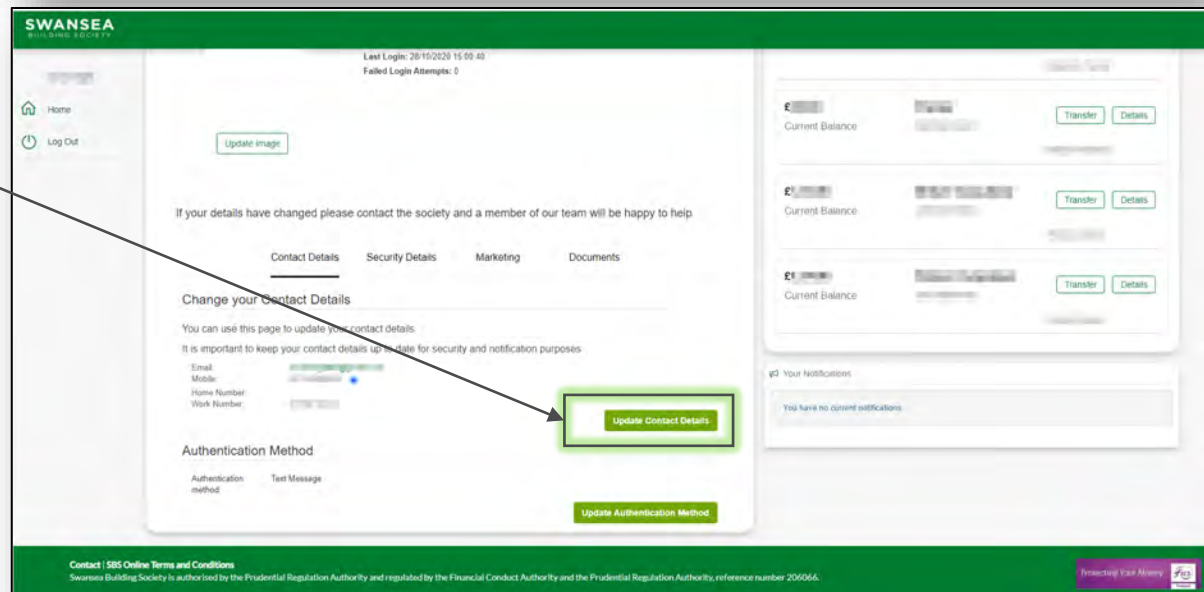
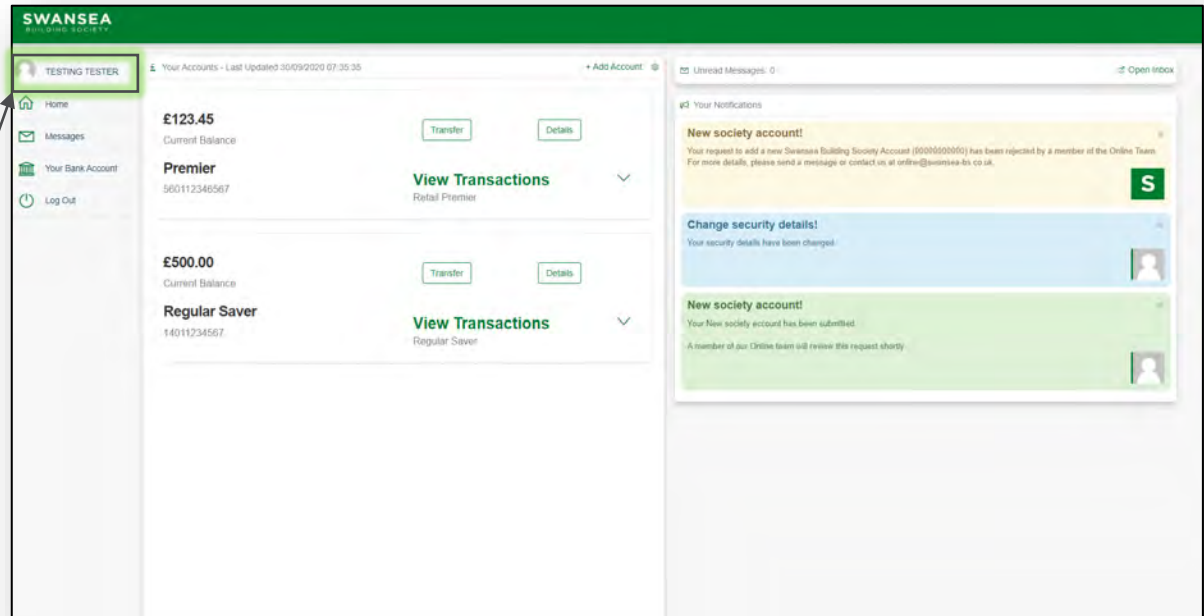
Select 'Update Contact Preferences'.

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.

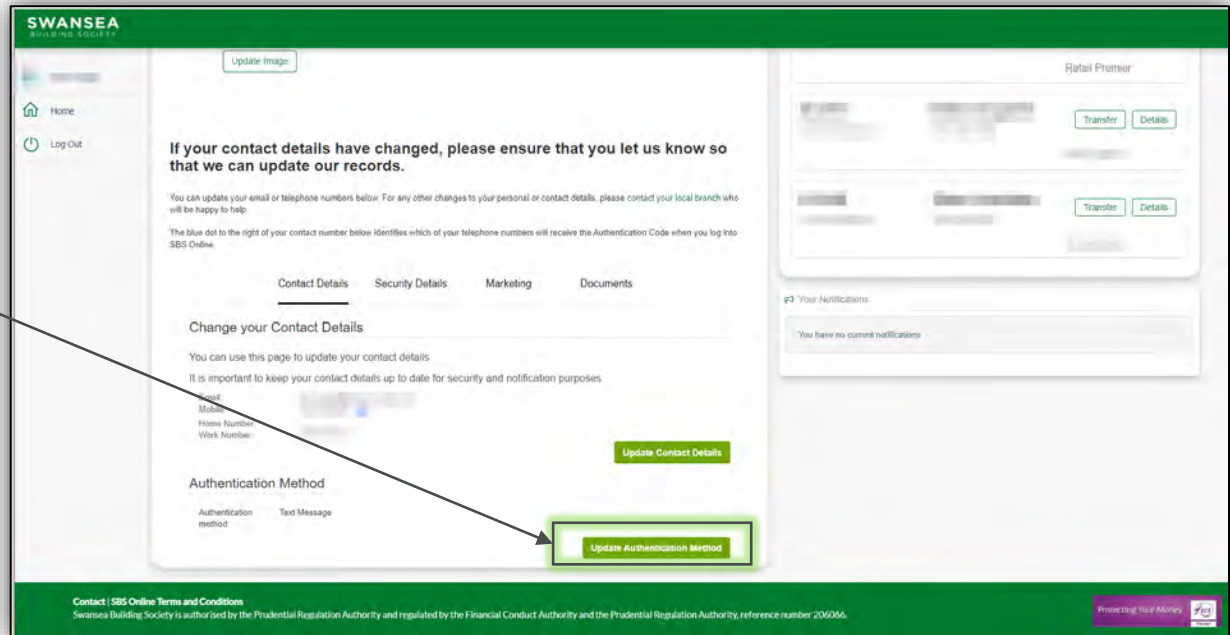
To save your changes, click Save.

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



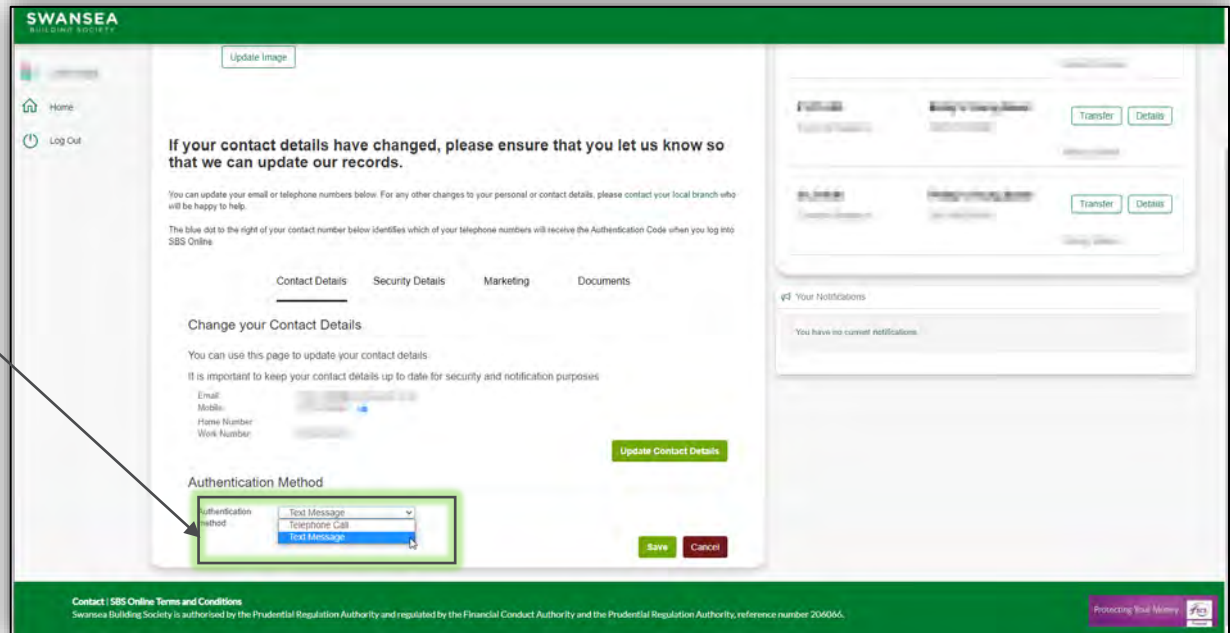
Swansea Online: Overview

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



Select your preferred authentication method.

Click 'Save' to proceed.



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.

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