

FAQ's: Online Banking

Registration

Q: Why can't I register for Online Banking?

A: If you have recently opened an account, you may already be registered and your User ID may still be on its way to you. We send this in the post for additional security. If you have any additional queries, please call 01782 255000, Option 6, and we will be happy to help.

Q: What information is required for Online Banking?

A: You are required to provide a valid UK mobile phone number and email address to access your accounts online. You may also need to provide Nominated Bank Account details in the form of your current account sort code and account number to withdraw from online transactable accounts.

Q: I've registered for Online Banking - what happens next?

A: If you have registered for Online Banking, your User ID will be on its way in the post and your temporary password will be sent to the email address that you registered with. If you do not receive your details within 7 days, please contact us on the above number.

Logging In

Q: How do I login to Online Banking for the first time?

A: You must log in for the first time with your temporary password via our website, not on our App. On our home page find the 'Online Banking' page and click Log in to Online Banking, here enter your temporary User ID and password. Once you have logged in for the first time you will be asked to set a new User ID and password unique to you, that you use from then on. Once you have updated you log in details you can then download and use our App.

Q: I've forgotten my login details, how do I find them again?

A: You can get your login details by clicking the 'Forgotten User ID / Password / Memorable Information' buttons on the Online Banking login page. Alternatively, call us on 01782 255000, Option 6, and we can assist further.

Q: My account is locked, how can I unlock it?

A: If your account is locked, please contact a member of the Online Banking Team on 01782 255000, Option 6, or alternatively please email: onlinebanking@thehanley.co.uk.

Using Your Account

Q: What can I do when logged in to Online Banking?

A: You will be able to:

- Check your account balance
- View transactions
- Transfer money between savings accounts
- Send money to a Nominated Bank account
- Deposit money
- Change your contact details
- Send secure messages to us
- View your current interest rate

For branch specific accounts and mortgage accounts you will be able to view your account online but cannot transact.

Q: How can I send a secure message?

A: If you have any questions you can send a secure message to the Online Banking Team by clicking 'New Mail' on the home screen. You will receive an email notification when a member of the Team responds.

Q: How can I pay money into my account?

A: You can pay into an account when logged into Online Banking. Simply click 'View Account' under the account which you want to deposit into. Once the page loads click 'Make a Deposit', you then enter the amount you want to deposit and click 'Make Payment'. This takes you to the third party terminal where you will be asked to enter your card details.

Q: How do I change my contact details?

A: You can update your contact details when you login to Online Banking, on the home screen you will find the 'Your Details' section and 'Change Your Details' button.

Q: I've received a text message from Hanley Economic, why?

A: Any time you transact or make amendments, you will receive a notification. If you have any concerns, please do not hesitate to contact us on 01782 255000, option 6.

Q: I want to change my Nominated Bank account that is linked to my Savings Account, how do I do that?

A: If you would like to update your nominated account, please send a secure message containing your new bank details. Please note, we can only accept an account that is in the same name as your Hanley Economic account.

Q: How do I close an account online?

A: To close one of your savings accounts online you will need to send us a secure message detailing your request, alternatively call us on 01782 255000, Option 6, and we can assist further.

Other FAQ's

Q: I need a statement, can I get one through Online Banking?

A: Yes. You can find all your correspondence, including statements in the Documents section.

Q: Can I set my interest instructions?

A: Yes. When you open a Savings Account online you can choose to have your interest paid into your new Savings Account, or into your Nominated Bank account. If you wish to change your existing interest instruction, please send a secure message and one of the team will assist you.

Q: Why is the display different when logging into Online Banking on a mobile/tablet?

A: When viewing your Online Banking via a mobile phone or tablet you may see that the display is different, this is due to the configuration of the webpage. We recommend logging in on a desktop/laptop to view your accounts and use all functions as intended. We will also be launching a mobile app which will give clear visibility from a mobile phone.

Calls are recorded for training and dispute resolution purposes. Calls will be charged as per the standard "01" BT landline number, plus your phone company's access charge. Other landlines may vary and calls from mobiles may cost considerably more. The actual cost you are charged will depend on your phone provider. All our mortgage and savings products are available to UK residents only. Hanley Economic Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 206024.