

FAQ's: Online Banking

Registration

Q: How do I register for Online Banking?

A: Go to the Hanley's website and select the Online Banking Page. Click on the 'Register for Online Banking' Link and complete the registration form.

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

A: When you have registered for Online Banking the team will complete your registration. Your temporary User ID letter will come via the post and your temporary password will be sent to the email address that you registered with.

Q: I have opened an online account, do I need to register for Online Banking?

A: If you have recently opened an account, you will 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 3-2, and we will be happy to help.

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 User ID and Password via our website, not on our App. On our website select the Online Banking page and click Log in to Online Banking, where you will 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, password unique to you, and a memorable word. Once you have updated your log in details you can then download and use our mobile app.

Q: I've forgotten my login details, what happens next?

A: If you have forgotten any of your login details please call us on 01782 255000, Option 3-2, and we can assist further. We are able to confirm your password hint and memorable question with you over the phone. If you have forgotten any of the details we can also reset these.

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 3-2, or alternatively please email: savingservices@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 selected Hanley 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 by clicking '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'. On the mobile app you would select 'Pay In'. This takes you to our worldpay screen where you will be asked to enter your card details.

Q: How can I withdraw funds from my account?

A: You can withdraw by selecting the 'Make a payment' option, entering the amount you would like to withdraw and selecting your nominated bank account.

On the mobile app you would select 'Pay Out'. This will then send the funds to your bank.

Q: How do I change my contact details?

A: On the home screen you will find the 'Your Details' section and 'Change Your Details' button. This will enable you to change the required information. Note you cannot change your address online.

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 3-2.

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 online accounts you will need to send us a secure message detailing your request and we will send the closing balance to your nominated bank account. If you have a branch based account you cannot close your account online. Alternatively call us on 01782 255000, Option 3-2, 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. On the mobile app you can create your own statement by clicking on the account, then click the download arrow and enter your specific dates, then click download and the statement will download to your device.

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 compared to a desktop?

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. Alternatively, please use our mobile app.

Q: How do I set my savings goal?

A: You can only do this on the mobile app, select the account you would like to create a savings goal for. Click the 3 dots on the account and then click Savings Goal. Once the page loads select your icon, name of goal, amount to save and date range, the page will then show you the amount needed to save each month to meet the goal.

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.