

# Your guide to Internet Banking

In this guide you will find step-by-step instructions for the common online actions to help you manage your account.

You can check your balance and give us instructions whenever it suits you. It's safe and secure, and open 24 hours a day.

We're here to help.



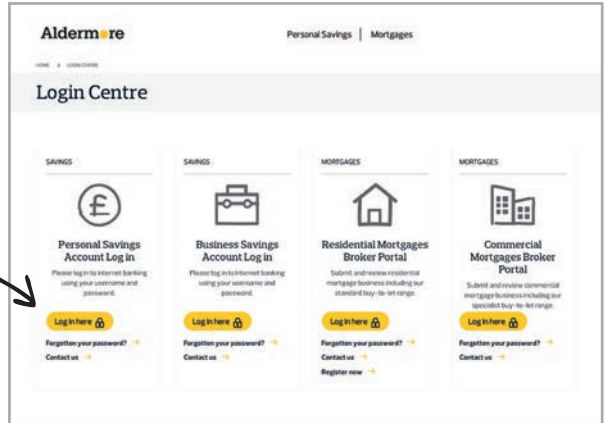
# Logging in

A few simple steps to get you up and running

1

To log in to your account, visit **Aldermore.co.uk** and click the **Log in** button in the top right-hand corner.

Then click the Log in here button under **Personal Savings Account** Log in.



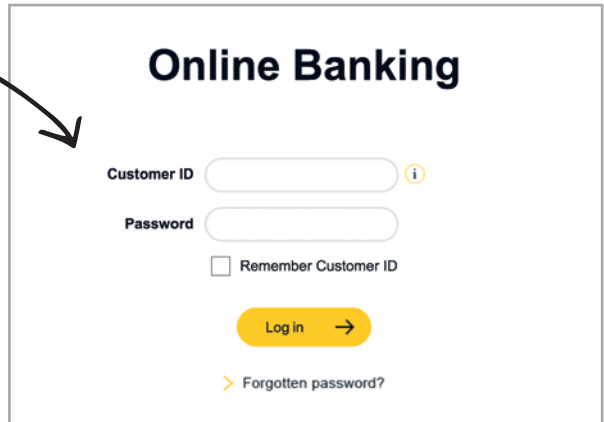
2

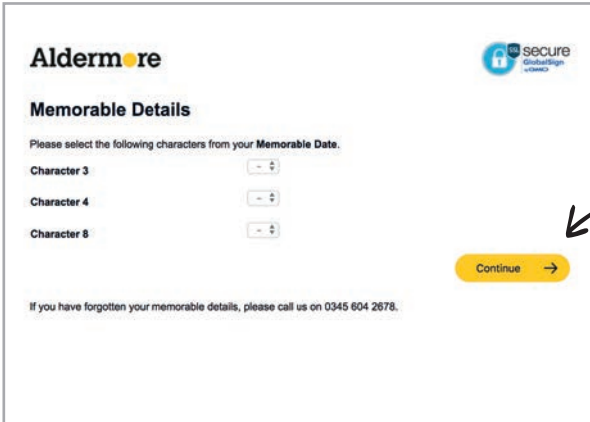
Type in your **Customer ID** and **password** and click **Log in**.


**i** Your Customer ID is 10 characters long – it's in the letter we sent when you first opened your account.

**i** If you've forgotten your password, you can reset it. To do this you need your Customer ID, your registered email address and the memorable details you set when you first opened your account.

**If you can't find your Customer ID or don't have your other information to hand, we're only a phone call away. Call us on 0345 604 2678 and we'll be happy to help you get started.**





**Aldermore** 

### Memorable Details

Please select the following characters from your **Memorable Date**.

Character 3

Character 4

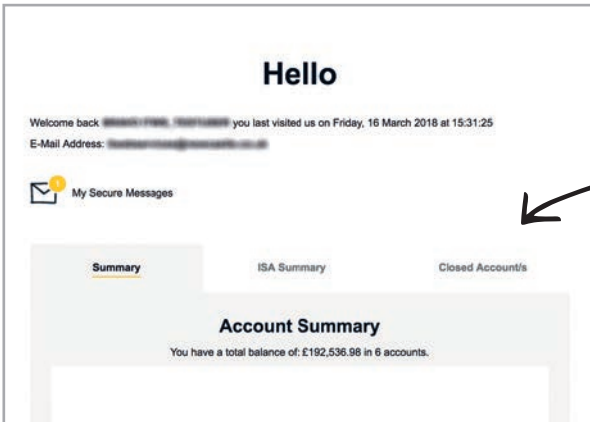
Character 8

[Continue](#) →

If you have forgotten your memorable details, please call us on 0345 604 2678.


3

Next you should see a screen like this and you'll be asked to **provide three characters from one of your memorable details**. Click **Continue**.



**Hello**

Welcome back **James Hill**, **MEMBER** you last visited us on Friday, 16 March 2018 at 15:31:25  
E-Mail Address: **xxxxxx@xxxxxx.co.uk**

 My Secure Messages

[Summary](#) [ISA Summary](#) [Closed Account/s](#)

### Account Summary

You have a total balance of: £192,536.98 in 6 accounts.

## And you're in

Your savings accounts are shown on the **Summary tab**. ISAs and closed accounts are on separate tabs.

**For your security**, you can see the date and time you last logged in at the top of the page.

# Balances and statements

**Account Summary**

You have a total balance of: £192,536.96 in 6 accounts.

**EASY ACCESS**

Account Number: **EAS1278280DAV**  
Balance: £15,546.00  
Interest Rate: 0.50%

Account Options ▾

- Statement
- Monthly Statement
- Interest Summary
- Account Details
- Move Money
- Personalise Account
- Edit Savings Goal
- Close Account

> Add Friendly Name/Image

> Add Friendly Name/Image

When you log in, you can instantly see your balances on the Summary and ISA Summary tabs.

If you want a statement, you can access the various types of statements available by clicking on the **Account Options** button.

Please select the type of statement you'd like to view ▾ Mini Custom

Date	Status	Description	Money In	Money Out	Balance
Opening Balance as at 06 Jun 16					
					£15,525.00
06 Jun 16	Completed	Transfer from FCA2088653ITW Posted: 17/06/2016	£10.00		£15,535.00
06 Jun 16	Completed	Transfer from FCA2088653ITW Posted: 21/06/2016	£10.00		£15,545.00
21 Jun 16	Completed	Transfer to EAS1414131ITW Posted: 23/06/2016		£5.00	£15,540.00
21 Jun 16	Completed	Transfer from ND11414134ITW Posted: 04/07/2016	£10.00		£15,550.00
21 Jun 16	Completed	Transfer to ND11414134ITW Posted: 05/07/2016		£10.00	£15,540.00
Processed Balance as at 16 Mar 18					
					£15,540.00
Balance available for withdrawals † as at 16 Mar 18					
					£15,540.00

Print statement

If you select **Statement**, the default view is a mini statement of the most recent transactions.

Select **Custom** from the statement type dropdown to show the transactions for any period of your choice.

**Find Statements** ▾

Change the date range for statements to view.

Your monthly statements are listed below.

Statement for period 30 Jan 18 to 27 Feb 18 (Latest)	<a href="#">View Statement</a> →
Statement for period 30 Dec 17 to 29 Jan 18	<a href="#">View Statement</a> →
Statement for period 30 Nov 17 to 29 Dec 17	<a href="#">View Statement</a> →

Select **Monthly Statement** from the Account Options menu for a statement for every month since the account opened.

## Interest Summary

[View Statement](#)   **[Interest Summary](#)**   [Account Details](#)   [Move Money](#)

<b>EASY ACCESS</b>	<b>EAS1278280DAV</b>
Balance as of 16 Mar 18	<b>£15,540.00</b>
<b>Interest Rate</b>	<b>0.50%</b>

Please select the date range that you want your Interest Summary to cover.  
The UK tax year runs from 6 April to 5 April the following year.

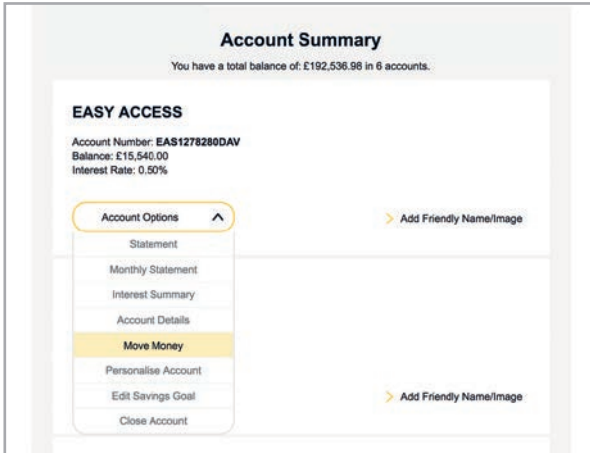
- Current Tax Year To Date
- Tax Year 06 Apr 16 - 05 Apr 17
- Tax Year 06 Apr 15 - 05 Apr 16
- Custom Interest Summary

[Continue](#) →

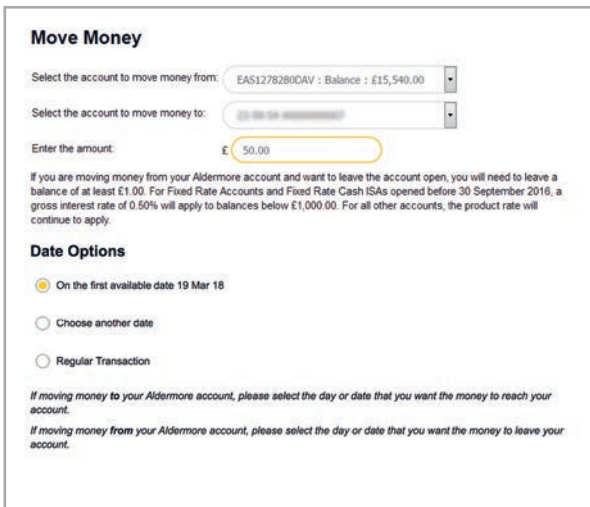
Select **Interest Summary** from the Account Options menu to see how much interest has been paid in each tax year the account has been open. You can also select a custom period of time.

**i** You can print Statements and Interest Summaries or download them to save as pdfs.

# Moving money



To move your money online, select **Move Money** from the Account Options menu.



Click on the dropdown icon at the right hand side of the box to choose the account you want to move money from, and the account you want to move money to.

**i** When you make a withdrawal, the account you move money from is your Aldermore account and the account you move money to is your nominated account. Your nominated account is your personal UK bank or building society account and this will be shown as a sort code and account number.

## Move Money

Select the account to move money from:

Select the account to move money to:

Enter the amount:

If you are moving money from your Aldermore account and want to leave the account open, you will need to leave a balance of at least £1.00. For Fixed Rate Accounts and Fixed Rate Cash ISAs opened before 30 September 2016, a gross interest rate of 0.50% will apply to balances below £1,000.00. For all other accounts, the product rate will continue to apply.

### Date Options

On the first available date 19 Mar 18

Choose another date

Date of Transaction

Regular Transaction

*If moving money to your Aldermore account, please select the day or date that you want the money to reach your account.*

*If moving money from your Aldermore account, please select the day or date that you want the money to leave your account.*

Type in the amount you want to move and set the date to one of the available options.

**i** If you're a Notice Account holder, the first available date to move your money depends on your account's notice period.

**i** You can also set up an instruction to make regular payments.

## Confirm Instruction

Please check that the details of your transaction are correct then click 'Confirm'. Once you have clicked 'Confirm' you will be able to see the status of your transaction by looking at the 'Unprocessed Instructions' section on your account statement.

From Account **EAS1278280DAV : Balance : £15,540.00**

To Account **00-00-00-0000000000**

Amount **£50.00**

Frequency **Once**

Payment Date **19 Mar 18**

### Please read the following important information

- Please make sure you have sufficient cleared funds in your Aldermore account on the date you have instructed us to move your money. If you do not have sufficient cleared funds we will not be able to move the money and you will need to submit a new instruction. This may cause delays
- Your money will be in your account by the end of the next business day provided your instruction is submitted before 2pm on a business day
- For security we carry out checks when we move money to or from your account and may contact you or your bank or building society for more information

Please enter your password to submit your instruction

Your Password

[← Back](#)

[Confirm →](#)

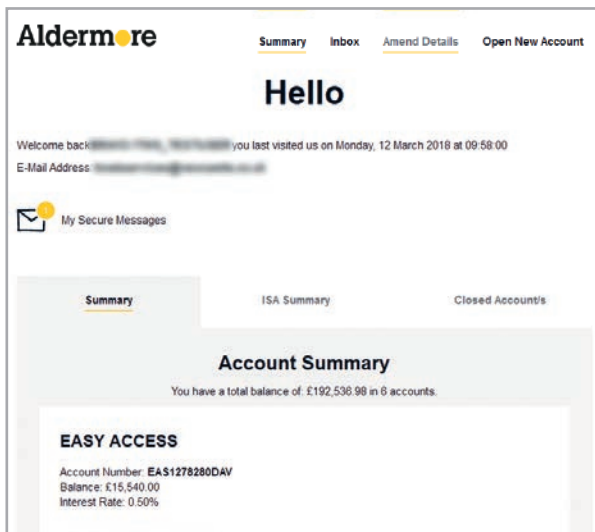
[← Exit Instruction](#)

The next screen confirms where you've asked us to take money from and where you want to send it to, and displays some important information.

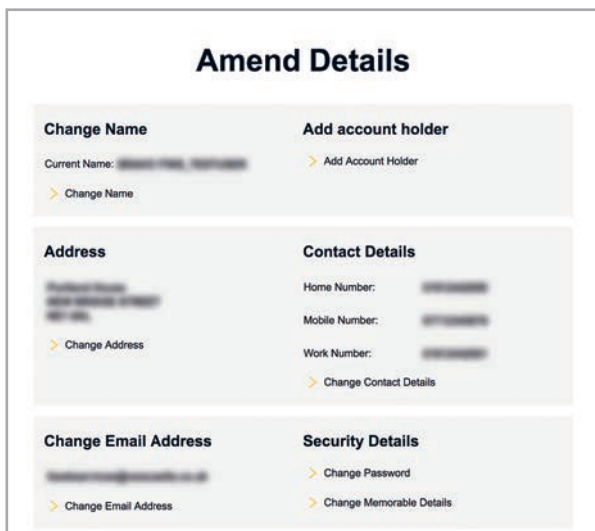
**Re-enter your password** and click **Confirm** to submit your instruction to us.

On the next screen, you'll receive confirmation that your instruction is complete.

# Making changes online



You can change some details online straight away, by clicking on **Amend Details** at the top of the screen. For others, we need you to send us forms or extra information.



To change your name or add an account holder, select the change that you want to make from the options available. You'll be provided with a form to print, fill in and return.

You can change your address, contact details, email address and security details in Internet Banking by following the on-screen instructions.



## Change Nominated Account

A nominated account is a UK personal bank or building society account. You should be named as an account holder on this account and the account should accept Faster Payments, CHAPS and BACS.

To help us keep your money safe and protect against fraud, we'll only accept deposits from this account and we'll always send money back to this account, for example when making payments of interest or when you make withdrawals.

You can set up a nominated account if you don't have one or replace your existing nominated account by following the instructions shown below. The new details will replace any existing nominated account details currently linked to your Aldermore accounts.

It will take eight business days to set up your new bank account details. Please do not make any further changes until your new details are set up. We will let you know when this has been done.

If the interest from your Aldermore account is paid to your nominated account, all interest payments will automatically be sent to your new nominated account once this has been set up. Please note: If an interest payment is due before your new nominated account details take effect, the interest will be paid to the old nominated account details.

Please enter details of your nominated account and click on "Submit".

Sort code

Account Number

Account Holders Name

Submit →

If the account is held in your name only you can change your nominated account online. Click Change Nominated Account and follow the instructions.

**i** It takes eight business days for the change to come into effect.

**i** If you have a joint account, when you click on Change Nominated Account we'll provide a form for you to complete and return to us.

## Account Details

View Statement

Interest Summary

**Account Details**

Move Money

EASY ACCESS

EAS1278280DAV

Balance as of 01 Dec 17

£15,540.00

Interest Rate

0.50%

To amend your Account Details please click on the "Amend" button beside the item you wish to change

Interest Paid to:

Your nominated account

(Interest Summary)

Amend →

Interest Payment Frequency:

Monthly

Amend →

For Fixed Rate Accounts and Fixed Rate Cash ISAs opened before 30 September 2016, a gross interest rate of 0.50% will apply to balances below £1,000.00. For all other accounts, the product rate will continue to apply. If you have made a recent deposit to your account, please remember that this will only be included in your processed balance after the clearance period.

To change the destination or frequency of your interest payments, select **Account Details** from the Account Options menu. Click Amend next to your interest payment frequency and follow the instructions.

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# We're here to help

If you need any help with accessing your account online or making changes in Internet Banking you can contact us in the following ways:

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- **By secure message** from your inbox in Internet Banking. You can find your inbox at the top of the screen when you log in
  - **By email** to [service@aldermoresavings.co.uk](mailto:service@aldermoresavings.co.uk)  
(if your query includes any personal information, please send a secure message or call us. To keep your information secure, we can only answer general queries via email, and we can't provide any personal information)
  - **By calling** our UK-based call centre on **0345 604 2678**
  - Our call centre is open:  
Monday to Thursday 8.00am – 8.00pm  
Friday 8.00am – 6.30pm  
Saturday 9.00am – 5.00pm  
Sunday 10.00am – 4.00pm  
  
Closed Bank Holidays





