

# Internet Banking for your organisation-

easy, convenient  
& time saving



# We are one of the first banks in the UK to offer social economy Internet Banking

## You can...

- Transfer money
- Check balances and statements
- Set up and cancel standing orders
- Stop cheques
- Monitor your account
- View and cancel direct debits
- Download data into various file formats
- Make small bill payments
- Order stationery
- Save money - some transactions are cheaper on-line than over the phone

## Unlike many High Street banks we also offer online banking with a dual or triple signatory arrangement on internal or external payments

You and your colleagues can be in different parts of the country and work different hours. Whatever your situation, with our Internet Banking service you have access to your finances 24 hours a day, seven days a week.

The service allows greater flexibility by providing different levels of access:

- View only
- View and submit
- View, submit and authorise

## And it's free to set up...

# Your questions answered...

**Q: What if my organisation requires more than one person to authorise payments?**

A: We have developed a 'dual authority' and a 'triple authority' option for your peace of mind. Dual requires two users and triple requires three users to complete a transaction. One user submits a transaction and one or two users will then authorise it from the 'Pending Transactions' screen.

**Q: Can I give users access to Internet Banking without letting them transfer funds?**

A: Yes, we offer a 'view only' and a 'view and submit' facility that allows you to keep other members of your organisation informed or to submit transactions for you to authorise without compromising security.

**Q: Can I pay bills online and transfer funds to other bank accounts?**

A: Yes, payments can be made to any bank account via the Bill Payments service by clicking the 'Move Money' button.

**Q: Can I cancel direct debits?**

A: Yes, direct debits can be cancelled by selecting the 'Expire' button in the Direct Debit section.

**Q: If I am unable to connect to the Internet, can I use telephone banking?**

A: Yes, as long as you are a signatory or authorised telephone banking mandate holder. Our helpful staff are always happy to help and are only a phone call away.

**Q: What do I need for Internet Banking?**

A: You will need a PC capable of running the latest version of Microsoft Internet Explorer. You can download the most recent release free of charge at **www.microsoft.com/windows/ie** You will also need a method of connecting to the Internet via an Internet Service Provider (ISP).

**Q: What security measures do you recommend?**

A: We recommend that you follow best practice whilst connecting to the Internet by using a firewall and ensuring that any software is kept up-to-date, particularly anti-virus software. For your convenience, links to the Microsoft security pages and updates can be found on our Internet Banking **login** page. For your own peace of mind, you can do a few things to protect your account - never disclose your password to **anyone** and always log off when you've finished your transactions. You can find links to good practice on our website - **www.unity.co.uk**

**Q: How secure is your Internet Banking?**

A: Your security and privacy are of the utmost importance to us. We take many steps to protect your information ranging from secured networks designed to prevent unauthorised activity through to the advanced use of encryption technology.

**Q: What are my responsibilities whilst using Internet Banking?**

A: Because of the nature of Internet Banking, we have a separate section in our Terms & Conditions leaflet, a copy of which will be provided to the main contact on your account. Alternatively it can be downloaded from our website or can be obtained by phoning **0845 140 1000**.

# What next...

## **Q: How do I apply for Unity's Internet Banking Service?**

A: You will need to complete either section 6 of the account application form if you are a new customer. Or, if you are an existing customer, complete an Internet Banking application form available from our website **[www.unity.co.uk](http://www.unity.co.uk)** or by phoning us on **0845 140 1000**.

## **Q: What happens next?**

A: As soon as we receive all the necessary documentation and we have successfully completed any required searches, we will write to each Internet user to issue a temporary password and explain the login process.

## **Q: What happens if I need help?**

A: Our friendly and helpful staff are only a phone call away to talk you through anything that you are unsure about.

# Dedicated...

*“Unity’s Internet Banking service is a real timesaver for us. The dual authorisation feature means that I no longer have to wait for an additional signature on cheques. I can set up transactions which can then be authorised by our chairman any time of the day, from any location without compromising security.”*

**Tony Gibbs, Chief Executive, National Operatic & Dramatic Association**

*“Our high-street bank couldn’t offer us online banking with a dual-signatory arrangement, but Unity could.”*

**Paul Murphy, Director, Maldon & District CVS**

*“The Service has been excellent, particularly the internet banking package.”*

**Chris Downham, Finance Manager, Barking and Dagenham CVS**



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