

## How you can contact us to manage your accounts

|   | By Phone | By Fax | Internet Banking | Standard Form | By Letter |
|---|----------|--------|------------------|---------------|-----------|
| <b>Opening your account</b>                             |          |        |                  |               |           |
| New Account application                                 |          |        |                  | ✓             |           |
| <b>Adding new Products and Services</b>                 |          |        |                  |               |           |
| <b>Online Statements</b>                                |          |        |                  |               |           |
| Setting up online statements                            | ✓        | ✓      |                  |               | ✓         |
| Reverting back to postal statements                     | ✓        | ✓      |                  |               | ✓         |
| Adding a recipient to access online statements          | ✓        | ✓      |                  |               | ✓         |
| Changing recipients email address for online statements | ✓        | ✓      |                  |               | ✓         |
| <b>Internet/Telephone Banking application</b>           |          |        |                  |               |           |
| Setting up Internet Banking access                      |          |        |                  | ✓             |           |
| Adding a user   |          |        |                  | ✓             |           |
| Changing authorisation levels                           |          | ✓      |                  |               | ✓         |
| <b>Unity e-Payment</b>                                  |          |        |                  |               |           |
| Setting up Unity e-Payment facility                     |          |        |                  | ✓             |           |
| Adding a user to e-Payment                              |          | ✓      |                  |               | ✓         |
| Re-set password on e-Payment                            | ✓        | ✓      |                  |               | ✓         |
| Amend credit limit                                      |          | ✓      |                  |               | ✓         |
| <b>Paying-in and Cash Facilities</b>                    |          |        |                  |               |           |
| Setting up Encashment Facility                          |          |        |                  | ✓             | ✓         |
| Amendment or cancellation of encashment facility        |          |        |                  |               | ✓         |
| Setting up Post Office® paying-in facility              |          |        |                  | ✓             |           |
| Ordering Post Office® Paying-in Book                    | ✓        | ✓      |                  |               | ✓         |
| <b>Money Market</b>                                     |          |        |                  |               |           |
| New Money Market facility                               |          | ✓      |                  |               | ✓         |

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| <b>Changes to your account</b>                         |   |        |                  |               |           |
| Change of address                                      |   |        |                  |               | ✓         |
| Change of Recipient Name/Address for Postal Statements |   |        |                  |               | ✓         |
| Change of Signatories application                      |   |        |                  | ✓             |           |
| Removal of Signatory                                   |   |        |                  | ✓             |           |
| Instructions to close account                          |   | ✓      |                  |               | ✓         |
| <b>Managing your account</b>                           |   |        |                  |               |           |
| Ordering a Cheque or Paying-in Book                    | ✓   | ✓      | ✓                |               | ✓         |
| Requesting Certificate of Balance                      |   |        |                  |               | ✓         |
| <b>Payment Instructions</b>                            |   |        |                  |               |           |
| Setting up new standing order                          |   |        | ✓                | ✓             | ✓         |
| Amendment to Standing order                            |   | ✓      | ✓                |               | ✓         |
| Cancellation of Standing Order                         | ✓   | ✓      | ✓                |               | ✓         |
| One-off payments (Bill Payments)                       |   | ✓      | ✓                |               | ✓         |
| Set up new Direct Debit                                | Contact the payee to set up a Direct Debit to be paid from your Unity account   |        |                  |               |           |
| Amendment to Direct Debit                              | Contact the payee to cancel any Direct Debit to be paid from your Unity account |        |                  |               |           |
| Cancellation of Direct Debit                           | ✓   | ✓      | ✓                |               | ✓         |
| Return Direct Debit                                    | ✓   | ✓      |                  |               | ✓         |
| Bacs Recall (day before payment received)              |   | ✓      |                  |               | ✓         |
| Stop a cheque  | ✓   | ✓      | ✓                |               | ✓         |
| Chaps payment  |   | ✓      |                  |               | ✓         |
| Transfer of funds overseas                             |   |        |                  | ✓             |           |
| Other Foreign Services                                 |   |        |                  |               | ✓         |

All paperwork to be signed in accordance with the mandate and all emails to have scanned images of signatures.

All telephone requests to be made by Telephone Banking user or signatory.

The most popular customer forms can be downloaded from our website at [www.unity.co.uk/customerforms](http://www.unity.co.uk/customerforms).

Where you are unable to download a form and a letter is not acceptable, please contact us for further advice.