

# Putting you in control with Telebanking

## with our Telebanking service you can:

- make withdrawals to designated bank/building society accounts and cheque payees
- have a cheque withdrawal sent to the registered address of the first named account holder
- Pay money in using our Direct Deposit service (Sterling accounts only)
- check your balance and transaction history
- change your account type
- amend your interest payment instructions
- set notice on your account
- open a new account\*
- change your Telebanking password
- make internal transfers in any currency\*

\*Account holder details must be the same

## How secure is Telebanking?

To accept transfer instructions via Telebanking, we ask you to pre-designate in writing the payees or accounts to which you might wish to make payments. We believe that combining this with the protection of a password ensures that access to your account through the Telebanking service is doubly secure.

## How can I set up the Telebanking service and designate accounts and payees?

Complete the attached authorisation form following the simple steps outlined below:

- Step 1** - Provide your Nationwide International account number and the name of the first account holder so that we can identify you.
- Step 2** - Detail the accounts to which you want the Telebanking service to be applied.
- Step 3** - Provide a Telebanking password, consisting of 6-10 characters containing letters, numbers or both. You must keep your password confidential. All joint account holders share the same Telebanking password
- Step 4** - For your security, designate any accounts or payees to which you may want to make payments. Remember you can always designate more in the future.
- Step 5** - Please make sure you carefully read the terms and conditions enclosed. Ensure that all account holders sign the declaration in section 6, when signing this you are agreeing to be bound by these terms and conditions. If your account's signing mandate is set as 'all to sign', you will need to tick the box authorising us to change this to 'any/either to sign'.
- Step 6** - Once complete, return the form to us at Nationwide International Ltd, PO Box 217, 5-11 St Georges Street, Douglas, Isle of Man, British Isles, IM99 1RN. We will write to you confirming that the Telebanking service has been set up.

## How can I operate my account by Telebanking?

With Telebanking you can operate your account in three ways.

### By Internet banking

If you haven't already done so you can register for our Internet Banking Service by clicking 'Register' on our website at [www.nationwideinternational.com](http://www.nationwideinternational.com). Once registered, you can access your account 24 hours a day, 365 days a year.

When signing on you should be ready to enter your customer number, a random selection of numbers from your passnumber and your memorable data. If requesting a transfer you will be required to provide a random selection of characters from your Telebanking password.

### By Telephone

You can call us on **+44 (0) 1624 696000** during working hours Monday - Friday, excluding Isle of Man bank holidays.

When calling you should be ready to provide a random selection of characters from your Telebanking password.

### By Fax

You can fax us on **+44 (0) 1624 696001**, 24 hours a day, 365 days a year.

When faxing you are required to write your Telebanking password, in full, on your Telebanking instruction.

**Please note:** if your instruction is received outside of office hours (Monday - Friday, excluding Isle of Man bank holidays), we will act on it on the first working day following receipt. If you are unable to quote your password as requested we will be unable to act on your instruction.

## We're here to help

If at any stage you require assistance with Telebanking or operating your account you can call us on +44 (0) 1624 696000

For various legal reasons, regulatory and customer service requirements, your call will be recorded.

A wholly owned subsidiary of Nationwide Building Society

NATIONWIDE INTERNATIONAL LIMITED

5-11 St Georges Street, Douglas, Isle of Man, IM99 1RN

Registered in the Isle of Man No. 52214. Licensed by the Isle of Man Financial Supervision Commission to take deposits

[nationwideinternational.com](http://nationwideinternational.com)



NIL21 (October 2009)

PLEASE RETAIN THIS INFORMATION FOR YOUR RECORDS

# Telebanking authorisation



## Section 1 - ACCOUNT DETAILS

In order for us to identify you, please provide the following information to avoid any delay in setting up your instruction.

First named account holder (in full)

Your Nationwide International account number

## Section 2 - ACCOUNTS FOR INSTRUCTIONS TO BE APPLIED TO

Apply to all of my/our Nationwide International accounts.

Apply to the following accounts only:

## Section 3 - SPECIFY YOUR TELEBANKING PASSWORD

Please choose a password **between 6 and 10 characters** containing letters, numbers or both. You must keep your password confidential. On accounts held in joint names all account holders must use the same password.

When giving an instruction by telephone or when using our Internet Banking service you will be asked to provide a selection of random characters from your password. When sending an instruction by fax you will need to quote your full password. If you are not able to quote your password as requested we will not be able to act on your instruction.

## Section 4 - DESIGNATED PAYEES FOR OUTWARD CHEQUE PAYMENTS (ONLY)

Please note, you can automatically request cheques in the name of any account holder(s) to be sent to the registered address of the first named account holder without having to designate them a payee.

1. Payee name

Reference (if applicable)

Address to where payment should be sent  Postcode

2. Payee name

Reference (if applicable)

Address to where payment should be sent  Postcode

3. Payee name

Reference (if applicable)

Address to where payment should be sent  Postcode

4. Payee name

Reference (if applicable)

Address to where payment should be sent  Postcode

5. Payee name

Reference (if applicable)

Address to where payment should be sent  Postcode

Continued overleaf ...

**Section 5 - DESIGNATED BANK/BUILDING SOCIETY ACCOUNTS FOR OUTWARD PAYMENTS**

1. Account holder name

Bank/building society name

Bank/building society address   
 Postcode

Reference (if applicable)

Sort code  -  -  Account number/IBAN

SWIFT code (if non-UK)  ABA/Transit/Routing no.

2. Account holder name

Bank/building society name

Bank/building society address   
 Postcode

Reference (if applicable)

Sort code  -  -  Account number/IBAN

SWIFT code (if non-UK)  ABA/Transit/Routing no.

3. Account holder name

Bank/building society name

Bank/building society address   
 Postcode

Reference (if applicable)

Sort code  -  -  Account number/IBAN

SWIFT code (if non-UK)  ABA/Transit/Routing no.

4. Account holder name

Bank/building society name

Bank/building society address   
 Postcode

Reference (if applicable)

Sort code  -  -  Account number/IBAN

SWIFT code (if non-UK)  ABA/Transit/Routing no.

**Section 6 - DECLARATION**

All account holders must sign this declaration:

I/We authorise the Telebanking service to be made available on my/our account(s). I/We agree to the terms and conditions of the Telebanking service. My/Our Telebanking password is provided overleaf.

Due to the nature of telephone and Internet Banking services, where you have a joint account the signing mandate must be 'any/either to sign'. If your signing mandate does not currently reflect this, please tick here  to authorise us to change it.

Signature of first account holder

Date

Signature of second account holder

Date

Signature of third account holder

Date

Signature of fourth account holder

Date

PLEASE DO NOT FAX THIS FORM. DESIGNATED ACCOUNTS AND PAYEES CAN ONLY BE SET UP ON RECEIPT OF THIS SIGNED ORIGINAL