

Welcome to Nationwide's Telephone Self Service

Telephone banking **security**

Important things to remember:

- never tell anyone else your passnumber
- never write your passnumber down
- destroy our confirmation letter once you have memorised your passnumber
- if you wish, you can change your passnumber to something more memorable
- if your passnumber becomes known to someone else, call **08457 30 20 10** or contact your branch immediately, and we will arrange for a new passnumber to be issued
- if you forget your passnumber you will need to re-register using one of the ways shown below.

There are three easy ways to register or re-register.

You can go online at nationwide.co.uk, call **08457 302010** or ask at **your local branch**.

Once you've registered we will send your two personal numbers (passnumber and customer number) within five days. Both these numbers must be entered correctly to enable you to use the service.

Say hello **to the convenience of Nationwide's Telephone Self Service**

Our Telephone Self Service makes it even easier for you to manage your Nationwide accounts on the move.

In fact, it's just so simple, quick and convenient to make your transactions over the telephone you'll wonder how you ever managed without it!

Here's why:

- FlexAccount and Savings customers can use our Telephone Self Service
- our Telephone Self Service is available 24 hours a day, for the cost of a local phone call*
- you can even use this service when you're abroad
- just follow the instructions to be guided through the automated service, using your telephone keypad or your voice.

*Calls from a BT landline are charged at a local rate. Call charges from other networks, mobiles or abroad may vary.

Any questions? If you have any questions about Telephone Self Service, please

- call us on **08457 30 20 10** available 24 hours, 7 days a week
- email us at customer.services@nationwide.co.uk
- call into any Nationwide branch

All our publications can be ordered in large print, audio and Braille. Your local branch will arrange this for you or you can contact us on **08457 30 20 10**.



Nationwide cares about the environment – this literature is printed in the UK with biodegradable vegetable inks and using paper with at least a 70% recycled content – helping to reduce the amount of waste that goes to landfill.

Nationwide subscribes to the Banking Code, copies of which are available on request.

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Five easy steps to using our Telephone Self Service

Step one: Dial 08457 30 20 16

- If you're dialling from overseas, or wish to use a geographic number (e.g. if your mobile airtime provider does not allow 08457 calls as part of your inclusive minutes) dial +44 (0)1793 758 666.
- Remember to have all your account information to hand so you can complete the desired transactions.

Step two: Sign on

- Enter your customer number using your telephone keypad when prompted, then press #.
- Then enter three digits of your six digit passnumber as requested (any three of the six passnumber digits will be requested at random).
- Once successfully signed on, you will be able to choose from a range of transactions at the main menu.

Step three: Select a service

- To select the transaction you'd like to complete, simply follow the instructions and say the keyword as directed. Alternatively, you can use the keys on your keypad.
- You can interrupt the system at any point with your choice. So once you are comfortable using the system, getting the information you want can be even quicker.

Step four: Select your account

- If you have one account this will be selected for you automatically.
- If you have multiple accounts you will be asked to select which account you wish to use for the specific transaction. (Please note not all transactions are available for all accounts).

Step five: Select another transaction or terminate the call

- Once you have completed the desired transaction you will be returned to the list of available services (Step three).
- At this stage either select another transaction or terminate the call. To terminate the call say "goodbye" or just hang up (alternatively, press *).

Main menu

To review recent transactions say 'recent transactions' or press 1.

- This option will provide you with the six most recent transactions on your account, your account balance and your available balance.

To confirm account balance say 'account balance' or press 2.

- This option will provide you with both your account balance and your available balance.

To transfer money to your other Nationwide accounts say 'transfer money' or press 3.

- This option allows the transfer of funds from one selected account to other Nationwide accounts in your name (see 'Further information' section).
- You'll be asked to select the account from which you would like to transfer money from.
- Then you'll be asked to select the account you wish to transfer money to.
- Once your accounts have been selected you will be asked to enter the amount to be transferred.

Main menu - More choices

To pay a bill say 'pay a bill' or press # then 1 (FlexAccount only).

- This option allows you to make a payment from your account to an existing bill payment mandate (see 'Further information' section).
- You will be asked to select who you wish to make a payment to, the amount of the payment in pounds and pence and the date you wish the payment to be made.

To request a PIN reminder say 'PIN reminder' or press # then 2.

- This option allows you to request PIN reminders for all your card based accounts.
- First you'll need to select the account you require the PIN reminder for.
- Then you'll need to enter the last four digits of your card number (the long number across the middle of the card).

Once the request is submitted, your PIN reminder will be sent to your correspondence address within five to seven working days.

To change your passnumber say 'change passnumber' or press # then 3.

- This option allows you to choose the passnumber that you use to log on to the service. You are free to choose any six digit number although certain combinations are not allowed for security purposes.
- You will firstly have to enter your existing passnumber, before being asked to enter your new passnumber twice. These new numbers must match before your passnumber will be officially changed.

Useful Hints

The following may help you whilst using the service:

Help (say Help)

- just say 'help' at any point.

Repeat (say repeat or Press 9)

- this option repeats the previous automated message you have heard.

Yes/no (Press 1 or 2)

- for all yes/no questions you can press 1 for yes, or 2 for no.

Speak to an advisor (say advisor or Press 0)

- this option will connect you to a member of our customer service team.

Further information

Transferring money to and from your accounts

It is now possible to transfer money instantly between the following accounts held in your name:

- **FlexAccount, Cash Card Account, e-Savings, Monthly Income 60+, Regular Savings, InvestDirect, Cashbuilder, Cash ISA and Smart Account.**

Please note: you cannot transfer money from passbook accounts.

Using the bill payment service (FlexAccount and Cash Card Account only)

Before you can use the bill payment service via Telephone Self Service, please set up details of payments you wish to be made. This can be done online, or via completion of a Bill Payment Authority form obtainable from your local branch. Where possible please set up these arrangements in a readable format – please try and avoid using abbreviations.

To select a payee you can either repeat back the name of the payee or if you'd prefer you can ask for the arrangements to be read to you in a list and you can say 'Yes' to the one you want. In order to make use of the list you can say 'One at a time' when asked to select a payee.

Please remember to allow sufficient time for payments to be made as some organisations will take longer than others to credit a payment to your account. We recommend that you allow up to five working days for bill payments to be made. If the date you have selected happens to be a weekend or bank holiday, the payment will be processed on the next working day.

Please ensure there are sufficient funds available in your FlexAccount/Cash Card Account on the date of the transfer, otherwise the payment cannot be made.

Cancelling or amending payments

If you want to cancel or amend a future-dated bill payment after you have given confirmation via the Telephone Self Service, you should use one of the methods detailed below:

- amend/cancel the payment online via Nationwide's internet banking service
- contact any Nationwide branch who will arrange for the payment to be amended/stopped.