

Support needs

What is a support need?



A support need is something you would like us to do to make it easier for you to use the bank and look after your money.



For example, you might ask us to write letters to you in large print.



Or you might need people to speak slowly and clearly.



We would like you to tell us if you have any support needs.

Why should I tell you my support needs?

We want you to tell us your support needs so that we can give you the right help.



We want to make it easy for you to use the bank and to look after your money.

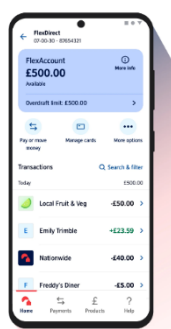
If you tell us about your support needs we can write them down so that other staff in nationwide know about your support needs.

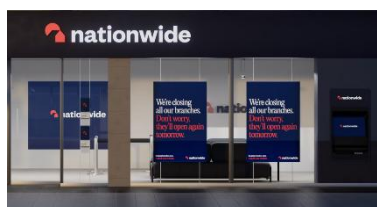


How do I tell you about my support needs?

You can tell us about your support needs in different ways:

- in the nationwide banking app
- by logging in to your internet banking
- by using Arti, our virtual assistant on our website.





- by phoning 03457 30 20 11.
You can phone Monday to Saturday 8.00 – 8.00 and Sunday 9.00 – 5.00.
- by going to one of our Nationwide branches. You can find your local branch of Nationwide on [our branch finder](#).

Experian Support Hub



Nationwide is one of the organisations that works with Support Hub.



Support Hub helps you tell different organisations at the same time what support you need.



If you tell Support Hub your support needs, they can let other organisations know.



You can choose which organisations you want Support Hub to tell about your support needs.



To find out more about Support Hub, [visit the Experian Support Hub page of our website.](#)



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This document was co-produced by people with a learning disability and Mencap for Nationwide.