

Effective 30th July 2023

# My Accounts Terms and Conditions



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## 1. Protecting Your Information

- 1.1. We take your privacy very seriously and always treat your personal information with the greatest care, holding it safely and securely.
- 1.2. For further information our Privacy Notice is available from our website [www.monbs.com/privacy](http://www.monbs.com/privacy), in branch or agency offices or call our Customer Services Department (01633 844340). This will give you more detailed information.

## 2. Keeping Your Account Secure

- 2.1. Once we have confirmed your identity, we will send you a Web User ID number and activation code. You can't use your account online until you receive these login details.
- 2.2. Once you're registered for the 'My Accounts' system, it's important to keep your Web User ID number, password, and memorable information a secret. Don't share them with anyone, including Monmouthshire Building society employees.
- 2.3. You can only have one set of login details. If there are multiple people who need access to a joint account, each person must create their own login details and register individually for our online services.
- 2.4. If you enter the wrong security details three times in a row, we will block your online access. You will need to follow the instructions for "forgotten my security details" to regain access.
- 2.5. Make sure to follow any instructions we send you about keeping your Security Details safe. We may send them to you by post, email, or secure message.

## 3. If You Think Your Security Details Are Compromised

- 3.1. If you believe that someone else has obtained your password or memorable information and you can't access the MyAccounts system to change it, you must let us know right away. If you don't inform us, you will be responsible for any instructions we receive and act upon, even if they weren't given by you. You can email us at: [myaccounts@monbs.com](mailto:myaccounts@monbs.com) or call us on 01633 844345. We will temporarily suspend access to your accounts in the 'My Accounts' system until you can change the information.
- 3.2. Once you have reported that you suspect someone else knows your security information, you won't be held responsible for any activity on your account that was not done by you or an authorised user. This is unless you behave with gross negligence (which means not taking enough care of your Web User ID number, password, or memorable information) or if you act fraudulently.

## 4. Unauthorised Access to Our System

- 4.1. If we have good reasons to believe that you have tried to access our programs or other customers' accounts without permission, or if you have attempted to introduce viruses into our systems, we have the right to stop or temporarily suspend our service to you.

## 5. Communicating with Us

- 5.1. You can use the secure messaging feature in the 'My Accounts' system to let us know about important changes you want to make to your account. These changes might include updates to your name or address. If you inform us about such changes, we may need to contact you for confirmation or ask for supporting documents before finalising the update.
- 5.2. Please note that we have the right to decline any instructions that go against these terms and conditions or the terms of any account you hold with us.
- 5.3. If you change your email address, it's important to update your information within the 'My Accounts' system. This ensures that notifications for secure messages can reach you properly.
- 5.4. For your security or other reasons, we may ask you to provide written confirmation for instructions you've given us through the 'My Accounts' system at any time.

## 6. Territorial Limitations

- 6.1. The 'My Accounts' system is designed to be used only within the United Kingdom. We strongly advise against and do not recommend accessing the service from public internet access points. These locations may not provide the necessary privacy protection. It is better to use an access point that you are familiar with or one that you know has proper security settings enabled.

## 7. Internet Security

- 7.1. At Monmouthshire Building Society, we take data security seriously. We've taken steps to make sure your data in the 'My Accounts' system is safe, so when you use this service, please ensure that you keep your login credentials private and remember when you login you must use a secure connection (e.g. Wi-Fi or mobile data).

## 8. Savings Account Withdrawals

- 8.1. To enable online withdrawals through the 'My Accounts' system, you need to provide us with the details of your nominated bank account. This account must be held in the United Kingdom and be in the name of one of the account holders. It should have a valid sort code and bank account number. We may ask you to provide proof of ownership by submitting an original or certified copy of your bank statement.
- 8.2. Unless the purpose is to close an account, the minimum withdrawal amount is £100.
- 8.3. If we receive a withdrawal request before 2:00 pm on a business working day, it will be processed on the same day. Requests received after 2:00 pm will be processed on the next business working day.
- 8.4. All withdrawn funds are transferred to your nominated bank account through electronic payment systems. Normally, it takes one working day for the cleared funds to reach your account. However, please note that the exact timing of the payment reaching you cannot be guaranteed. Additionally, if the payment amount exceeds £100,000, it will be sent via CHAPs and may be subject to a charge as described in our Savings Tariff leaflets.
- 8.5. Once you have instructed us to make a withdrawal and your account has been debited, you cannot cancel or change the instruction.
- 8.6. We are not liable for any losses resulting from delays in processing withdrawal requests, whether caused by issues with the BACS system or our own systems.

## 9. Who Can Register

- 9.1. Only customers who are 16 years old or older and listed as signatories on an account are eligible to register for access to their accounts in the 'My Accounts' system.
- 9.2. For joint accounts, any account holder can use the 'My Accounts' system, but each individual holder must use their own unique Web User ID number, password, and memorable information. In order to use the 'My Accounts' system, your account must be set up so that either account holder can authorise transactions or make changes to the account. Please note that the 'My Accounts' system is not available if two or more account holders are required to authorise changes or make withdrawals.



Monmouthshire Building Society is authorised by the Prudential Regulation Authority, and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register Number: 206052

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Telephone calls may be monitored and/or recorded for security and training purposes.

We take your privacy very seriously and always treat your personal information with the greatest care, holding it safely and securely. For further information, our Privacy Notice is available from our website [www.monbs.com/privacy](http://www.monbs.com/privacy), in branch or agency offices or call our Customer Services Department (01633 844340). This will give you more detailed information.