

The **co-operative** bank

It's good to be different

Enquiry facility

The enquiry facility allows you to check activities that you have completed in Business Online Banking.

You can choose from:

- **financial**
- **non-financial.**

Financial activities

Transfers and payments are financial activities.

To check your financial activities, from your home page select **Enquiry Facility** from the left-hand menu then **Activities** then **Financial Activities**.

The following screen is displayed:

My Financial Activity Enquiry

Action Type* All Action Code

Request Type* UK Payments

Date Range From [] To []

Search

- Select the **Action Type** from the drop-down list.
- You can choose **All Action Code** or:
 - approved
 - cancelled
 - entered
 - rejected
 - self approved.
- Enter a date range using the calendar icons.
- Click **Search** to display the results.

Sl. No.	Date	Activity Description	Reference ID	Request Type	Remarks
1	07/07/2010 08:23:54	Self Approved	905	Three day payment	

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Non-financial activities

Non-financial activities include logging in and out, password authentication and service requests.

To check your non-financial activities, from your home page select **Enquiry Facility** from the left-hand menu then **Activities** and **Non-Financial Activities**. The following screen is displayed:

My Non Financial Activity Enquiry

Activity Type*

Date Range From To

[Search](#)

- Select the **Activity Type** from the drop-down list, or select **All Activities**.
- Enter the date range using the calendar icons.
- Click **Search** to display the results.

Activity List

Date	Access Channel	Activity Description	Remarks
07/07/2010 13:08:55	Internet	User Signon	SignOn Successful
07/07/2010 13:01:48	Internet	User Signoff	SignOff Successful
07/07/2010 11:57:29	Internet	User Signon	SignOn Successful
07/07/2010 11:10:20	Internet	User Signoff	SignOff Successful
07/07/2010 09:55:57	Internet	User Signon	SignOn Successful
07/07/2010 09:54:20	Internet	User Signoff	SignOff Successful
07/07/2010 09:21:42	Internet	User Signon	SignOn Successful
07/07/2010 09:13:48	Internet	User Signoff	SignOff Successful
07/07/2010 07:59:40	Internet	User Signon	SignOn Successful

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Please note: Leaving the date range blank will display all the activities that have been carried out during a six-month period and may lengthen the time it takes to display the information.

Please call 03457 213 213* (8am – 8pm Monday to Friday and 9am – 12 noon on Saturday) if you would like to receive this information in an alternative format such as large print, audio or Braille.

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*Calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Calls to 0845 and 0870 numbers cost 3p per minute, plus your phone company's access charge. Calls to 0844 and 0843 numbers cost 7p per minute, plus your phone company's access charge. Calls may be monitored or recorded for security and training purposes.