

Internal transfers

To transfer funds between linked accounts set up on Business Online Banking choose from the following options:

- **transfer summary**
- **create transfer**
- **recurring transfers**
- **scheduled transfers.**

Transfer summary

To view the status of your transfers and copy the details into a new transfer, e.g. if a transfer has failed, from your home page select **Internal Transfers** from the left-hand menu then **Transfer Summary**.

- Select the payment you wish to copy from the list displayed.
- Click **Copy Payment**.

This does not include transfers that you have set up on the system to be made in the future (see scheduled transfers).

Create transfer

To set up a transfer between your accounts to be made within the next 12 months, from your home page select **Internal Transfers** from the left-hand menu then **Create Transfers**. The following screen is displayed:

Internal Transfers > Create Transfers

Create Transfer	
Sending Account*	Current Account (GBP) - 0000000000000000
Receiving Account*	Current Account (GBP) - 0000000000000000
Debit Amount*	<input type="text"/>
Currency	GBP
Date*	15/09/2010
Reference	<input type="text"/>

- Select the **Sending Account** and the **Receiving Account** from the drop-down menus.
- Complete the **Debit Amount** field.
- Enter the date by clicking on the calendar icon. (This defaults to the first available working day, but you can change this to any working day within the next 12 months. If you enter a date that is a non-working day – such as weekends or bank holidays – the system will display an error message and advise you of the nearest working day to your original request.)
- Complete the **Reference** field if required.
- Click **Submit** to display a summary screen.
- Click **Confirm** to complete the transfer.

Recurring transfers

Use this option to create a recurring transfer (standing order) if you want a transfer to be repeated at regular intervals (daily, weekly, fortnightly etc). You can also view, make changes to and cancel any recurring transfers.

From your home page, select **Internal Transfers** from the left-hand menu then **Recurring Transfers**.

- Select **View Transfers** to copy the details of a payment you have already made or **Create New**.
- Edit the details of the transfer as appropriate including the frequency of the recurring payment and the number of payments required – up to a maximum of 99.
- Fields marked * are mandatory.
- Click **Submit**.
- Click **Confirm** or **Back**.

Scheduled transfers

You can use this option to show any transfers that you have set up on the system to be made at a future date. You can view the details, make changes and cancel the transfers.

From your home page, select **Internal Transfers** from the left-hand menu then **Scheduled Transfers**.

- Select the transfer you wish to view from the list displayed.
- Edit the details of the transfer as appropriate.
- Click **Submit**.
- To cancel a transfer, select the transfer(s) you wish to cancel from the list displayed. Click **Stop Transfers**.

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.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.

*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.