

## Service requests

A service request allows you to complete certain transactions online without the need to telephone us. The service requests that are available are:

- **add account to Business Online Banking**
- **cancel Direct Debit**
- **cancel standing order**
- **change of signature form request**
- **cheque book request**
- **copy cheque request**
- **copy debit/credit item**
- **copy statement request**
- **paying-in book request**
- **pre-addressed envelope request**
- **remove account from Business Online Banking**
- **request interim statement.**

### New request

To initiate a service request, from your home page select **Service Requests** from the left-hand menu then **New Request**.

The following screen is displayed.

List of Service Request Types	
Sl. No.	Request Type
1	<a href="#">Add Account to Business Online Banking</a>
2	<a href="#">Cancel Direct Debit</a>
3	<a href="#">Cancel Standing Order</a>
4	<a href="#">Change of Signature Form Request</a>
5	<a href="#">Cheque Book Request</a>
6	<a href="#">Copy Cheque Request</a>
7	<a href="#">Copy Debit/Credit Item</a>
8	<a href="#">Copy Statement Request</a>
9	<a href="#">Paying In Book Request</a>
10	<a href="#">Pre Addressed Envelope Request</a>
11	<a href="#">Remove Account from Business Online Banking</a>
12	<a href="#">Request Interim Statement</a>

- Click on the service request you wish to select.

The following screen is displayed showing your customer and user name.

**Cancel Direct Debit Request**

Customer Name	ABCD LTD
User Name	J SMITH
Contact Number*	<input type="text"/> (max 15)
Account Name*	Select <span style="float: right;">▼</span>
Beneficiary*	<input type="text"/> (max 50)
Reference*	<input type="text"/> (max 18)
Amount*	<input type="text"/> (max 14)

Back
Submit

- Complete the remaining fields. Fields marked \* are mandatory.
- For example, if you are cancelling a **Direct Debit** you need to provide:
  - contact number
  - account name selected from the drop-down list
  - beneficiary
  - reference
  - amount.
- The information you need to provide varies according to which service request you have selected. Please provide as much information as possible to enable us to process your request. If any information is missing your request may be delayed.
- Once you have completed all the required fields click **Submit**.

The request is then sent to the bank and you are provided with a unique reference number to enable you to track the progress of your service request.

## Query requests

To check the status of your service request, you can use the **Query Request** function.

To initiate a query request, from your home page select **Service Requests** from the left-hand menu then **Query Request**. The following screen is displayed.

**List of Service Requests**

Sl. No.	Reference ID	Request Type	Requested Date	Enterer	Status
<input checked="" type="radio"/> 1	ASE275	Add Account to FD Online	10/02/2010	ABCDUSER193	Waiting For RM Approval
<input type="radio"/> 2	CHQ274	Cheque Book Request	10/02/2010	ABCDUSER193	Waiting For RM Approval
<input type="radio"/> 3	CDC192	Copy Debit/Credit Item	13/01/2010	ABCDUSER193	Waiting For RM Approval
<input type="radio"/> 4	CDD182	Cancel Direct Debit	13/01/2010	ABCDUSER193	Waiting For RM Approval

Advanced Search
Details

All of your service requests are displayed in date order with the most recent at the top.

Each request will have a status. The status of your service request will be one of the following:

- **waiting for RM approval** – request is awaiting Co-operative Bank approval as a valid request
- **submitted** – request is being processed
- **closed** – request has been actioned
- **rejected** – request has been rejected.
- Select the service request you wish to query by clicking the button next to it.
- Click **Details** to view the full details and the history of the request.
- Alternatively, click **Advanced Search** to narrow down the search by:
  - request type
  - date
  - reference ID
  - status.

**Please call 03457 213 213\* 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.