

How to obtain change

Change can be obtained from the Post Office[®], once a formal agreement has been made between The Co-operative Bank p.l.c. and Santander Bank.

Change orders must be telephoned to the nominated Post Office[®] at least 24 hours before date required.

Complete the Change Transfer Slip in duplicate and take your book to the Post Office[®] together with notes in exchange for coins. The Post Office[®] will retain both slips and hand the book back.

How to complete the Change Giving Transfer form

Please print information clearly and within the confines of the appropriate box.

Place total amount of change drawn in amount due box

Enter date when collecting change

The person collecting the change to sign the form

Enter total amount of change drawn in grand total box

Post Office[®] will complete

Enter the denominational breakdown of coin requirements and total amount

Stationery orders

The below stationery items should be ordered from The Co-operative Bank p.l.c. on **03457 213 213*** quoting your Co-operative Bank sort code and account number:

- credit books
- cheque envelopes
- change transfer books.

Stationery orders will be delivered within 14 days.

The following items can be obtained from your local Post Office[®]:

- note bands
- note sleeves
- coin bags
- oddment envelopes.

Please call 03457 213 213* 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. is a member of the Council of Mortgage Lenders and subscribes to the Lending Code which is 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.

Information correct as at 06/2016.

The Post Office[®] and the Post Office[®] symbol are registered trademarks of Post Office[®] Ltd in the UK and other countries.

co-operativebank.co.uk

The **co-operative** bank

It's good to be different

Your guide to making deposits and withdrawing change from Post Office[®] branches

How to deposit your cash and cheques

Notes

Separate clean and soiled notes. These must not be placed together in the same note sleeve. (Clean notes are those which are reusable. Soiled notes are those which are dirty, torn or mutilated.)

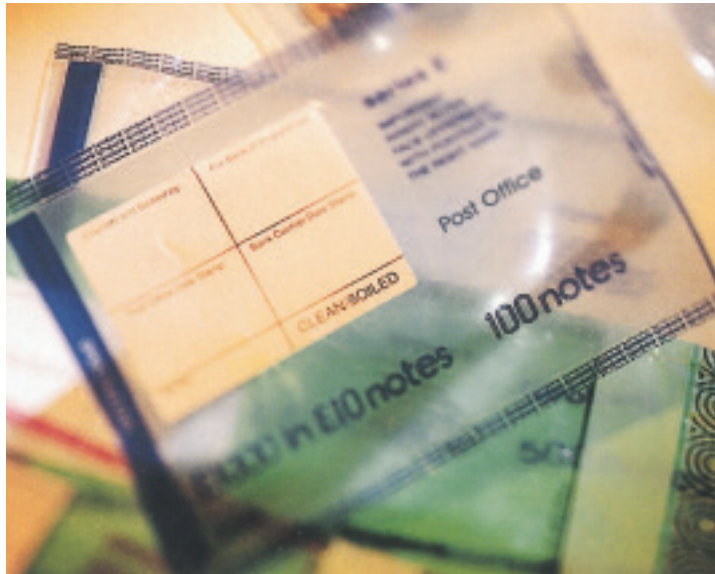
Separate the notes into the different denominations but do not use paper clips, staples or rubber bands to secure them and do not fold one note around the rest of the bundle.

Do not mix Scottish, Irish and English sterling banknotes. (This only applies to deposits made in England and Wales.)

Note sleeves to be filled as follows:		
100 or 500	£5 notes per note sleeve £5 notes per note sleeve	Total £500 Total £2,500
100 or 500	£10 notes per note sleeve £10 notes per note sleeve	Total £1,000 Total £5,000
50 or 250	£20 notes per note sleeve £20 notes per note sleeve	Total £1,000 Total £5,000
50	£50 notes per note sleeve	Total £2,500

Seal the note sleeves and enter your company and branch name. Delete clean/soiled as appropriate.

Note: sleeves are supplied by the Post Office®.



Coins

Coins should be bagged in sachets as follows:

£20 of £2	£20 of £1	£10 of 50p	£10 of 20p
£5 of 10p	£5 of 5p	£1 of 2p	£1 of 1p

If large volumes of coins are deposited, the smaller sachets must be packaged into the larger polythene/linen bags which are provided in the following denominations.

				Weight
£2	Maximum	£500	Brown	2.75kg
£1	Maximum	£500	Red	4.7kg
50p	Maximum	£250	Yellow	4.25kg
20p	Maximum	£250	Green	6.3kg
10p & 5p	Maximum	£100	White	6.5kg
2p & 1p	Maximum	£20	Blue	7.1kg

- Do not mix different denominations of coins within larger polythene/linen bags.
- Secure the bags and label them to identify your branch and/or company.
- If any of the larger bags do not contain the maximum amount of coins the value of the contents should be clearly stated on the bag label.
- Coin bags and labels are supplied by the Post Office®.

Where multiple polythene/linen bags are deposited in a larger sack, such as a security carrier bag, the total weight must not exceed 11kg.

Oddments

If you have any odd amounts of bank notes or coins, put them in the oddment envelopes provided by the Post Office®.

Discrepancies

Note sleeves and coin bags will be accepted at face value by the Post Office®. They will not be opened and checked when you make a deposit. These include the oddment envelopes provided they are sealed and the cash ladder has been completed. If any discrepancies are discovered in the note sleeves or coin bags within seven days from the date of deposit, they will be reported by the Post Office®. Normally you will be required to make good any shortage, any surplus will be returned by the Post Office®.

Please note only cash, cheques and Postal Orders expressed in sterling can be deposited over the Post Office® counter. Please note Postal Orders must be deposited with a separate deposit slip. For Merchant Vouchers and Foreign cheques please telephone 03457 213 213* for guidance on how to deposit.

In order to give you a quality service, it will help us if you use the correct stationery and envelopes, this will ensure quick and accurate processing of your deposits.

