

## Beneficiaries

Beneficiaries are individuals or businesses into whose bank accounts you wish to make regular or one-off payments.

Business Online Banking allows you to create and save beneficiary details, meaning the information is available when you wish to make repeat payments. This avoids the need to re-enter the beneficiary details and authenticate each repeat payment with your security token, saving you time.

The following options are available:

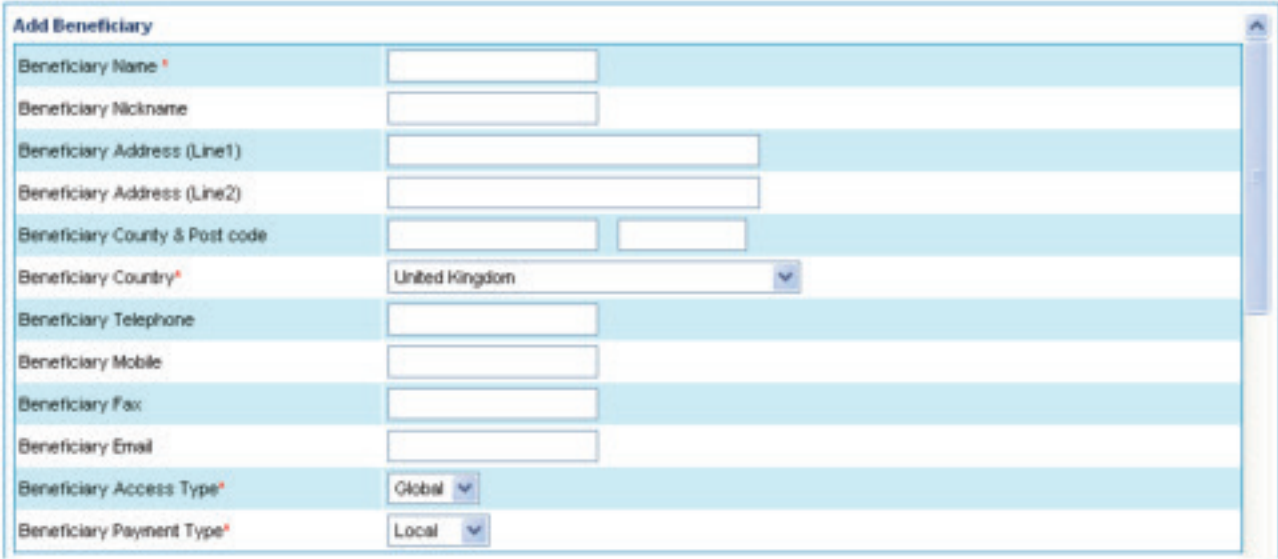
- **add beneficiary**
- **beneficiary search**
- **advanced search.**

### Add beneficiary

To add details of a new beneficiary, from the home page select **Beneficiary** from the left-hand menu then **Add Beneficiary**. The following screen will appear. You need to complete three sections of information about the beneficiary.

#### 1. Beneficiary details

The first section is for the contact details of your beneficiary.



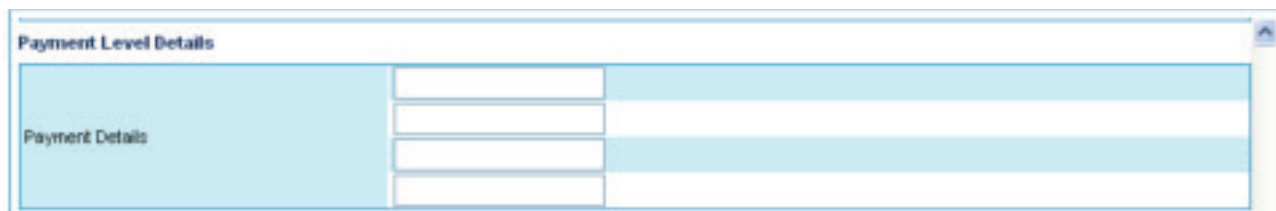
The screenshot shows a web form titled "Add Beneficiary". The form contains the following fields:

- Beneficiary Name \* (text input)
- Beneficiary Nickname (text input)
- Beneficiary Address (Line1) (text input)
- Beneficiary Address (Line2) (text input)
- Beneficiary County & Post code (two text inputs)
- Beneficiary Country\* (dropdown menu, currently showing "United Kingdom")
- Beneficiary Telephone (text input)
- Beneficiary Mobile (text input)
- Beneficiary Fax (text input)
- Beneficiary Email (text input)
- Beneficiary Access Type\* (dropdown menu, currently showing "Global")
- Beneficiary Payment Type\* (dropdown menu, currently showing "Local")

- Enter the beneficiary details in the appropriate fields.
- Fields marked \* are mandatory.
- The **Beneficiary Access Type** will default to **Global** and the **Beneficiary Payment Type** will default to **Local**. These values should not be changed.

## 2. Payment level details

The second section is for information on the beneficiary's payment level details.

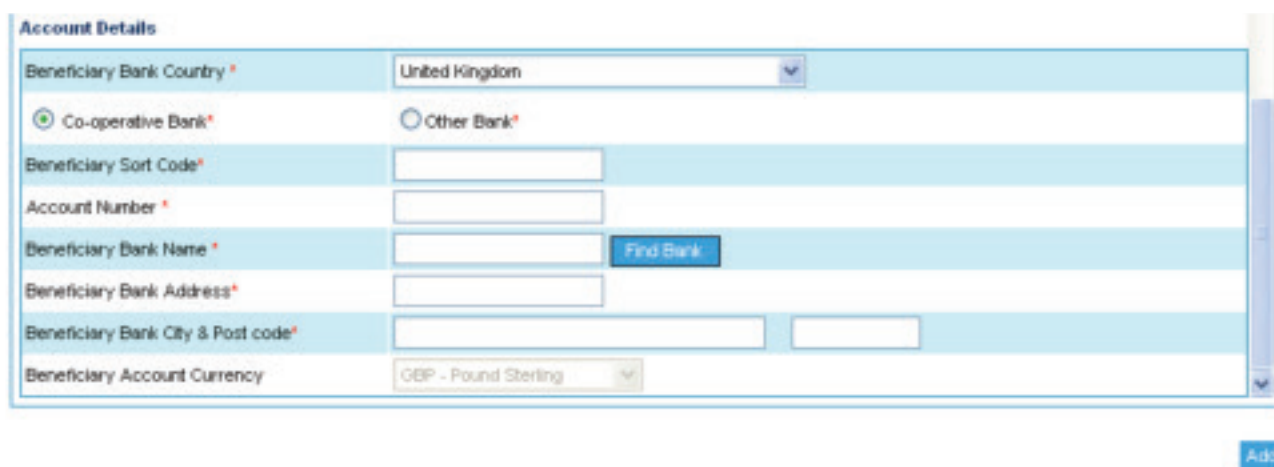


The screenshot shows a form titled "Payment Level Details". It contains a section labeled "Payment Details" with four input fields. The first field is for a payment reference, and the other three are for additional reference information.

- Scroll down the page using the arrows on the right-hand side of the screen to reach the **Payment Level Details** section.
- Use the top field to enter a payment reference which will appear on your statement and the beneficiary's statement. This reference can be up to 35 characters long. The other three fields will not appear on your statement but can be used for your own reference information.

## 3. Account details

The third section is for the beneficiary's bank account details.



The screenshot shows a form titled "Account Details". It contains several fields for beneficiary bank information:

- Beneficiary Bank Country \* (Dropdown menu: United Kingdom)
- Co-operative Bank \* (Radio button) and Other Bank \* (Radio button)
- Beneficiary Sort Code \* (Text input)
- Account Number \* (Text input)
- Beneficiary Bank Name \* (Text input) with a "Find Bank" button
- Beneficiary Bank Address \* (Text input)
- Beneficiary Bank City & Post code \* (Text input)
- Beneficiary Account Currency (Dropdown menu: GBP - Pound Sterling)

An "Add" button is located at the bottom right of the form.

- Scroll down the page to reach the **Account Details** box.
- Enter the **Beneficiary Sort Code** and **Account Number**. The bank must be based in the UK.
- Click **Find Bank** to populate the beneficiary bank's address details.
- Fields marked \* are mandatory.
- Once you have completed the details click **Add**.
- You will then need to authenticate the new beneficiary information you have added using your security token.
- Follow the on-screen instructions for authentication.

**Please note:** The number you enter into your security token during the authentication process should end with the last four digits of the beneficiary's account number. If it does not, please do not proceed with the transaction and contact Business Online Banking support on **03456 019 938** (lines are open 8am-8pm Monday to Friday and 9am-12pm Saturday).

## Beneficiary search

To check beneficiary details or remove beneficiary details from Business Online Banking, from the home page select **Beneficiaries** from the left-hand menu then **Beneficiary Search**. The following screen will appear.

Beneficiary Search								Advanced Search
<input type="checkbox"/>	Beneficiary Name	Beneficiary	Account Number	Clearing Code	Currency	Bank Country	Payment Type	
<input type="checkbox"/>	ACRES BILL PAY		34563466	234242	GBP - Pound Sterling	United Kingdom	Local	
<input type="checkbox"/>	APPLE LTD		35353535	242424	GBP - Pound Sterling	United Kingdom	Local	
<input type="checkbox"/>	BPAY PAYMENT		35353535	232323	GBP - Pound Sterling	United Kingdom	Local	
<input type="checkbox"/>	DIVA DIAMOND		23444444	234234	GBP - Pound Sterling	United Kingdom	Local	
<input type="checkbox"/>	EASTOWNE MANOR		34534543	404828	GBP - Pound Sterling	Bangladesh	Local	
<input type="checkbox"/>	FIREWORKS LTD		34535454	123123	GBP - Pound Sterling	United Kingdom	Local	
<input type="checkbox"/>	HELLO LTD	HELLO LTD	12345855	089299	GBP - Pound Sterling	United Kingdom	Local	
<input type="checkbox"/>	MR MAN	MR MAN	01020304	011001	GBP - Pound Sterling	United Kingdom	Local	
<input type="checkbox"/>	RUBI JEWELLERS		34343434	353535	GBP - Pound Sterling	United Kingdom	Local	

- Select the beneficiary by ticking the box on the left.
- To delete the beneficiary details click **Remove Beneficiary**.

## Advanced Search

To search for a particular beneficiary, from your home page select **Beneficiaries** from the left-hand menu then **Advanced Search** on the right. The following screen will appear.

Beneficiaries Search	
Beneficiary Name	<input type="text"/>
Beneficiary Nickname	<input type="text"/>
Country*	All <input type="button" value="v"/>
Bank Country*	All <input type="button" value="v"/>
Account Number/BAN	<input type="text"/>
Account Currency	All <input type="button" value="v"/>

- Enter the details of the beneficiary you are searching for in the appropriate fields. Fields marked \* are mandatory.
- Once you have completed the beneficiary details click **Search**.
- You then have the option to **Remove** or **Print** the beneficiary details.

**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.