

Here's how to register for online banking

You'll need:

- Your account number and sort code
- or your credit card number

Select one of these options
We'll be using bank account details here,
but you can also use your credit card.

Enter your sort code

Enter your account number

Enter your first name

Enter your last name

And enter your date of birth

Online banking gives you more control over the way that you bank.

Register for online banking to make payments and check your balance at any time.

Please enter your details so we can get started.

Select **one** of these two options:



- Bank account details
- Credit card number

Sort code

 - -

8-digit account number

Please enter your information:

First name

Last name

Date of birth

 

We'll now ask you a few security questions.

Once you've answered the questions correctly, we'll need to send you a verification code.

Don't worry! This won't affect your credit history. We'll only use this information for verification purposes.

We need to ask you some security questions to verify your identity.

These questions are generated by a third party company (Experian), using information from your credit file. This will not affect your credit history and we use this information for verification purposes only.



Continue to security questions

Following your security questions, we'll either send a text message to the mobile number we have on file for you.

Or you can verify via the email address we have registered for you.

If you answer any questions or input the verification code incorrectly, you'll need to give us a call.

Verify it's you

To continue, we need to check it's you. This keeps your account secure.

We will send a verification code by text message to your phone number:

*****3380



Send my code



Not the right phone number?

[Verify with email instead](#)

[Contact us](#)

Verify it's you

We have sent a verification code to
*******8792**

Enter the verification code
you've received via text,
or via email here.



Please enter your verification code digits.

Click 'Verify code'



You can click here to resend
the verification code if it
doesn't arrive in 30 seconds.



You can resend your code if it doesn't
arrive in 0:30

Create a username

Make it memorable! You'll need it each time you log into online banking.

Create a strong password

Think carefully about this. It's really important for the security of your account.

Confirm your password

Create a 6 digit security code

You'll use this when logging into online banking in future.

Confirm your security code

Create username 

Your username needs to be at least 8 characters long.

Create password 

Your password must be at least eight characters long and include three of the following: Uppercase characters, lowercase characters, numbers, special characters.

Confirm password

Create 6-digit security code 

Confirm new 6-digit security code

Now, read and accept the Terms & Conditions.

Choose how you would like us to contact you.

I have read and accept the [Online banking Terms & Conditions\(PDF\)](#).

At the Co-operative Bank p.l.c. (trading names – smile, Platform and Britannia) we would like to keep you up to date with details of our retail banking products and services such as: current accounts, savings, mortgages, and unsecured lending products. If you consent to this, please choose how you would like to be contacted.

You have the right to withdraw, object to, or change your marketing preferences at any time. You can do this online (for online banking customers), by calling us or visiting one of our branches.

Please select your marketing preferences

Postal marketing

Telephone marketing

Text messages

Email marketing

The Co-operative Bank p.l.c would also like to keep you up to date with relevant products and services available to you by our carefully selected third parties.

[See a full list of third parties here.](#)

I would like to be kept up to date from third parties



Next

That's it!

You're now ready to log in and begin using online banking.

You can also use your log in details to register for our mobile banking app.



Thank you. You have now registered.

You can now log in and make the most of online banking by

- ✓ Making payments to new and existing recipients
- ✓ Managing your Direct Debits and standing orders
- ✓ Switching to paperless statements on your current and savings accounts
- ✓ Talking to us in real-time with Live Chat, available between 7am-10pm.



Log in

For more information, please visit our website

co-operativebank.co.uk/onlinebanking

Need more help registering for online banking?

Get in touch via:

- Facebook **@TheCooperativeBank**
- Twitter **@CooperativeBank**

The **co-operative** bank
for people with **purpose**