

This e-leaflet is part of a larger information pack which also includes pages on **Paying Bills and Switching Providers** and **Staying Safe Online**. All three are available as summarised hand-held versions.

We would kindly appreciate your time to provide us with feedback on our information sheets. [Please click here to access our survey](#).

POST OFFICE BANKING	The Post Office offers a free way to access your personal bank account through their branches across the country.
ONLINE BANKING	Online banking can help you track your balance and make payments at any time using your computer without the need to go to your local bank branch.
TELEPHONE BANKING	This is provided by banks for you to make a range of transactions on your account over the phone by dialling a number provided by your bank.
CONTACTLESS PAYMENTS	Contactless payments have become a popular method of paying for things. If your card has contactless technology, you can pay without entering your PIN.

We know that for many, a bank branch can be a place where you feel **safe and secure** when dealing with money.

At a time where some bank branches are closing on our high-streets, people are naturally concerned about not being able to go to branches in person.

We want to provide some information on the **different ways to manage your finances and make payments**.

POST OFFICE BANKING

- Many will know the Post Office for its postal delivery service; however, they also offer a range of banking services at their branches called **Everyday Banking**.
- The Post Office offers **free access to services** such as withdrawing cash from your personal bank account, depositing cash or cheques to your account, or checking your bank balance. The Post Office delivers this service for **28 of the largest banks in the UK**.
- The Post Office has **11,500 branches** in the UK where you can access this service during opening hours. Some Post Offices are located within other shops, so the easiest way to find your nearest branch is using the **branch finder** on the Post Offices website – type in your postcode and hit 'Search'.
- To access your account at a Post Office branch, in most instances you will need your **card and PIN** to withdraw money, check your balance and deposit cash.
- The Post Office have a range of information about their **personal banking services** on their **website**. Find your nearest Post Office branch using their branch finder seen above or find your nearest ATM machine as well. You can use this page to **contact the Post Office** for any questions you might have on their services.
- You can also speak to your bank about the services you can **access for free** at the Post Office. They can also let you know if there may be any exceptions.

ONLINE BANKING

- Online banking/internet banking is a **free and popular** way to manage your finances and make payments. Most internet banking will allow you to:

VIEW
Balances on your accounts at any time.

PAY
Bills and send money to people you know.

TRANSFER
Money between different accounts.

CHECK
Bank statements without a paper bill being sent in the post.

- To set up online banking, you'll need to **register first**. To find out if you can use internet banking and how your bank can help with this you can:



Visit your bank's website.



Phone your bank.



Or visit your local branch where staff can advise you.

- Most banks will have slightly different ways that you can set up online banking so it is always worth contacting them so they can talk you through the options. You can find your **bank's phone number via a bank statement** they have sent you or by **visiting their official website**.

Thinking of sending money over online banking?

You'll need the bank details of who you are paying. This might include:

- ★ Name of the person/company.
- ★ 6-digit sort code of their account.
- ★ 8-digit account number for their account.
- ★ A payment reference to identify that payment came from you.

- Online banking can be accessed on the internet through a **range of devices** including computers and smartphones.

- Many banks also have **free mobile apps** that can be downloaded if you have a smartphone. To find out more about Age UK East London's digital support service and for one-to-one support through **020 8981 7124** or their **email**.
- Banks take many steps to ensure that your online banking account is **safe**.

TELEPHONE BANKING

Telephone banking is an **automated service** that allows you to access account information and make transactions:

- You can **talk to someone about an issue** which is not on their website.
- It gives you the opportunity to **ask as many questions as you would like** and have them answered straight away.
- You can **pay your credit card bills**.
- You can **change your pin number** on your credit cards or debit cards.
- You can know your **last five transactions** and your **current balance** or what you must pay on your **loan or overdraft**.
- It is safe as **they ask you security questions before doing anything** with your bank details.

CONTACTLESS PAYMENTS

Contactless Payments (also known as **tap-to-pay**) are **payments which you can safely make** with your credit and debit cards with just one tap-to-pay on a card reader device, without having to enter your PIN number every time. This has become a popular way of paying for items and is used for 1 in every 3 payments.

Some things to keep in mind if using contactless payments:

- It is generally **easier, quicker and safer** to use than cash or coins.
- You can use contactless payment for **up to an amount of £100** in a single transaction.
- After five contactless purchases**, the card reader would ask for your pin for security reasons to keep your details safe.
- You can **spend up to £300 across the five payments** before the card reader will ask you to insert your pin number.
- Your card needs to be within 1-2 inches of the card machine** for a payment to be approved, so you can't accidentally pay for someone else's purchase if you are near the till.



A shop will accept contactless payments if you can see this symbol near the till. You can also ask the shop staff if they take contactless payments.

If you have a symbol similar to this on your debit or credit card, it can be used for contactless payments.

To make a payment simply tap the top of the card machine where you would normally insert your card. The machine will then confirm that the payment has gone through.

CHECKLIST

Checking the following can help you stay safe and secure whilst using online banking.

- ☐ Regularly check your statement and transactions and if there are payments that you don't believe you made, **contact your bank as soon as possible**.
- ☐ Be aware of potential scam emails from people claiming to be from your bank – see our **Staying Safe Online** leaflet.
- ☐ Only use secure internet connections to access your online banking. **Public Wi-Fi is not always secure**, using your home Wi-Fi broadband is much safer.
- ☐ Use **strong passwords** See our **Staying Safe Online** leaflet.
- ☐ Keep your **anti-virus** computer software up to date.

CHECKLIST

When using telephone or online banking, it's important to check the bank details of the person or organisation you are sending money to.

- ☐ You can **send a small amount of money** to a person and ask them to confirm that they have received the payment.
- ☐ You should **double-check the details** you have entered online or provided over the phone are correct.
- ☐ If you do make a mistake **contact your bank straight away**. In most instances they should be able to recover the money for you.