

# Internet Banking

## What's new?

We've made some changes to Internet Banking and when you next log in, you'll notice it looks a little different. There are also a few updates which we've included in this guide, but rest assured it's still us.

### How to Login to your account

1. Click [here](#) and log in.
2. Enter the User ID and your existing password.
3. Enter the six digit passcode when prompted which we'll send to your registered mobile number.

If you no longer have access to your registered mobile phone and need to update your account, please contact us. Once logged in, you'll be able to manage your account in the usual way.

### What's my Username (User ID)?

We sent you emails on **25 and 27 January** with a reminder of your User ID.

Please check your junk or spam if you're unable to find the email. Alternatively, you can call us.

### What do I do if I've forgotten my password?

If you've forgotten your password, you can re-set it [here](#). You'll need to enter your User ID, which is linked to your account.

You'll receive an email where you can reset your password. This may be in your spam and junk, so please check these folders.

### Where do I go to transfer or withdraw from my account?

Once logged in to internet banking, select '**Move Money**' on the menu bar.



### How to contact us

Call us on **01733 821 321** between Monday to Friday, 8am to 5pm (closed bank holidays), email us on [businesssavings@aldermore.co.uk](mailto:businesssavings@aldermore.co.uk) or [log in](#) and send us a secure message.

**Aldermore**

**BUSINESS  
SAVINGS**



## How do I open an additional account?

1. Select **'Open account'** from the menu bar at the top of the page.
2. Select the account you are interested in and ensure you read all product literature.
3. Confirm interest payment details and statement frequency.

## View account history

In Internet banking, hover over the three dots to the right of the chosen account and select **'statements'**.

## What to do if my account is due to mature?

1. Once logged in, click **'Account Summary'**.
2. Click the 3 dots to the right of the account that's maturing.
3. Click **'Select Maturity Option'**.
4. Select one of the options.
5. Follow the next screens to confirm your choice.

Once selected, if you decide you'd like to change your maturity option, then you have up to two business days before your maturity date to amend. **Please select your maturity option at least two days before the maturity date shown in Internet banking.**

## I can't see my account nickname(s)?

This functionality is temporarily unavailable on Internet Banking. However, you can distinguish between your accounts on the 'Account Summary' page through your balance and account type.

Please be assured, no other information or instruction on your account has been changed, and you'll be able to use your account as usual.

## Learn about your permissions

Action	Full signatory	Admin signatory	Read only
Login	Yes	Yes	Yes
Open a savings account	Yes	Yes	No
View information - entity details, users and all savings accounts	Yes	Yes	Yes
Access a savings account	Yes	Yes	Yes
View savings account specific information	Yes	Yes	Yes
View statements	Yes	Yes	Yes
Withdraw money to nominated account	Yes	No	No
Transfer money between accounts	Yes	No	No
Request change of nominated account	Yes	No	No
Manage information - entity details, users and all savings accounts	Yes	No	No
Contact us via email	Yes	Yes	Yes
Contact us via secure message	Yes	Yes	No
Contact us via via telephone	Yes	Yes	Yes
Close a savings account	Yes	No	No
Close Aldermore account	Yes	No	No

