

THE
FAMILY
BUILDING
SOCIETY

GUIDE TO OUR
ONLINE SERVICE

GUIDE TO OUR ONLINE SERVICE

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OUR ONLINE SERVICE

Our Online Service is a convenient and secure way of managing your savings accounts and viewing your mortgage balance and statements.

Benefits of using the Online Service include:

Savings

- Check balances and view your latest transactions
- Make withdrawals to your pre-nominated bank account
- Transfer money between your Family Building Society accounts
- Pay into your account using your pre-registered debit card
- Apply for a new savings account online
- View, save and print your annual ISA and annual savings accounts statements. (Unfortunately you cannot view your monthly statements or annual savings interest summary statements online)
- Set up a savings goal to your savings account (if your account allows).

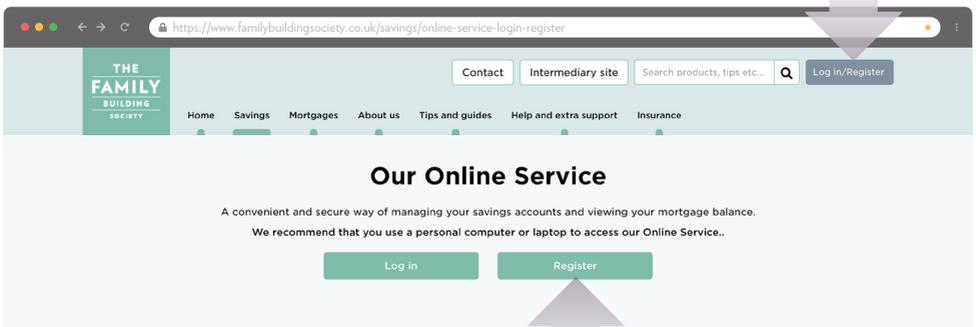
Mortgages

- Check your mortgage balance and latest transactions
- View, save and print your annual mortgage statements.

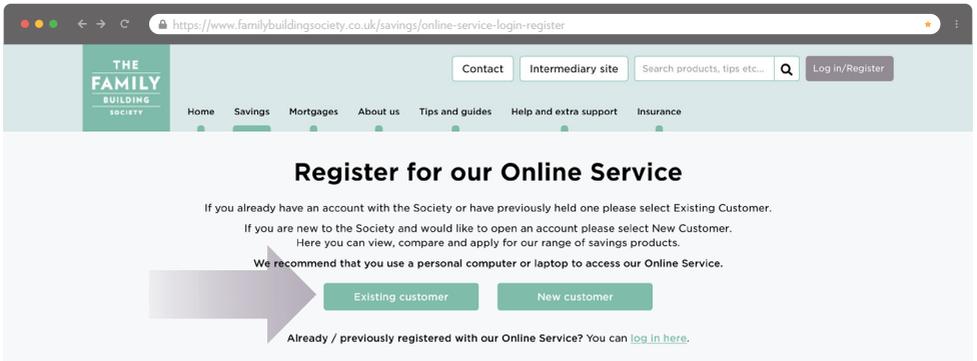
REGISTER FOR OUR ONLINE SERVICE - EXISTING CUSTOMERS

If you already have a savings or mortgage account with us you can register for our easy to use Online Service.

Step 1 From our website, click '**Log in/Register**' at the top right-hand corner, or type [familybuildingsociety.co.uk/online-service-login-register](https://www.familybuildingsociety.co.uk/online-service-login-register) into your web browser, and then click on '**Register**'.



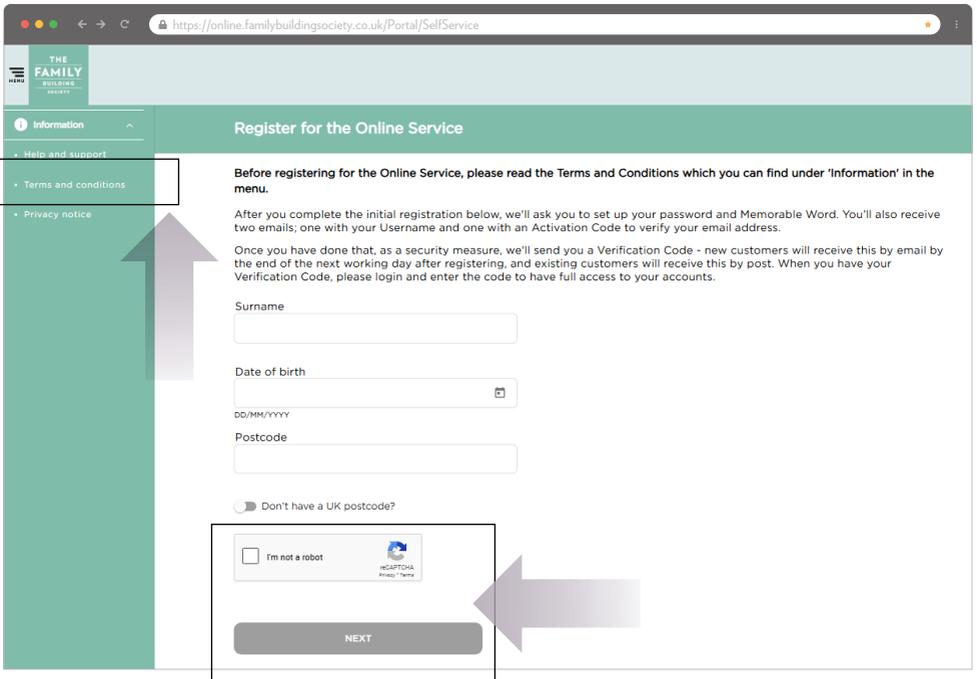
Step 2 Next, click **'Existing customer'**, and you'll be taken to the Online Service registration page.



Step 3 Before registering, please ensure you read the Terms and Conditions which you can find under **'Information'** in the menu.

Fill out your surname, date of birth and postcode. If you're an expat customer and don't have a UK postcode, please click on the **'Don't have a postcode?'** slider and enter your address manually.

Then tick **'I'm not a robot'** and click **'Next'**.



Step 4 To complete your registration, you'll be asked to enter your email, create a password and Memorable Word, and add a hint for your Memorable Word.

Your password is case sensitive, must be between 8 and 20 characters, and include a mixture of upper and lower case letters, numbers and special characters (\$@!%*?&).

Your Memorable Word must be between 8 and 20 characters, using any combination of letters and numbers but cannot contain any spaces.

Complete your registration

Please create a password and Memorable Word to secure your account.

Email
tfsb@familybsoc.co.uk

After you have set up your user account we'll send an Activation Code to this email address.

Create your password
Your password must be between 8 and 20 characters, and include a mixture of upper and lower case letters, numbers and special characters (\$@!%*?&), and is case sensitive.

Enter your password
.....

Re-type password
.....

Create your Memorable Word
Your Memorable Word must be between 8 and 20 characters long. You can use any combination of letters and numbers but it must not contain spaces.

Memorable Word
.....

Re-type Memorable Word
.....

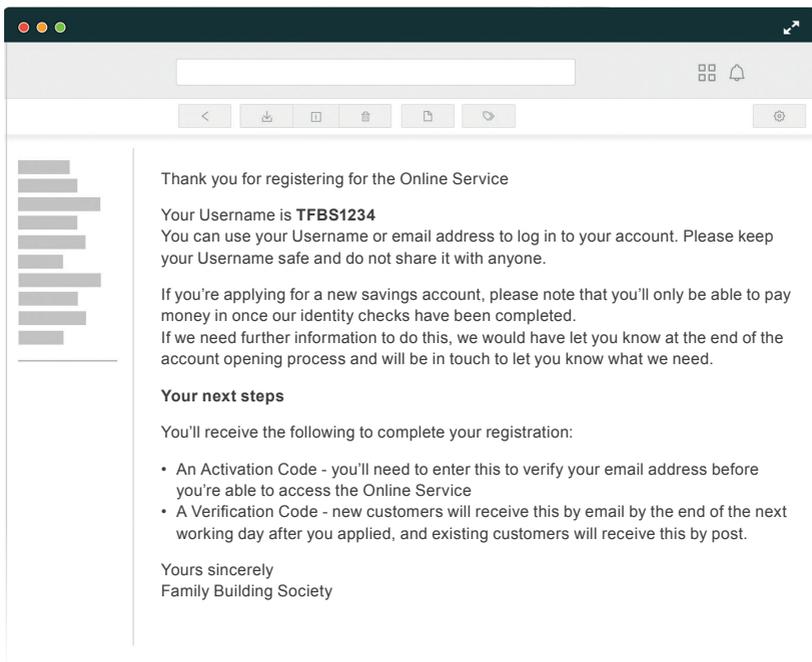
Finally...
To help you remember your Memorable Word, create a hint to remind you of the word you have chosen. The hint can't be more than 100 characters long and should be different to your Memorable Word.

Hint for Memorable Word
my maiden name

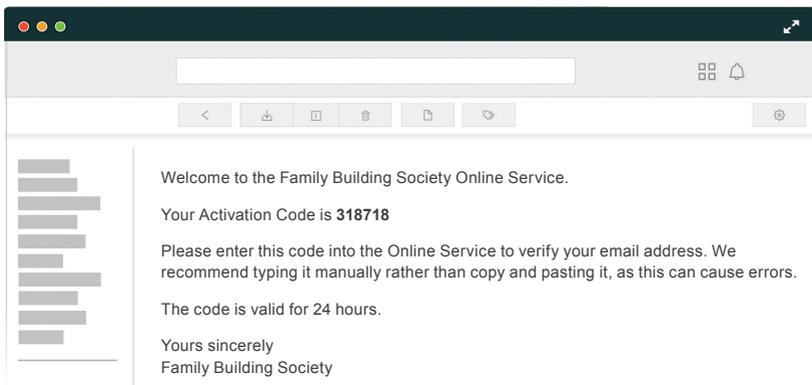
NEXT

Step 5 You'll then receive two emails from us; one with your Username and one with an Activation Code to verify your email address.

EMAIL 1:

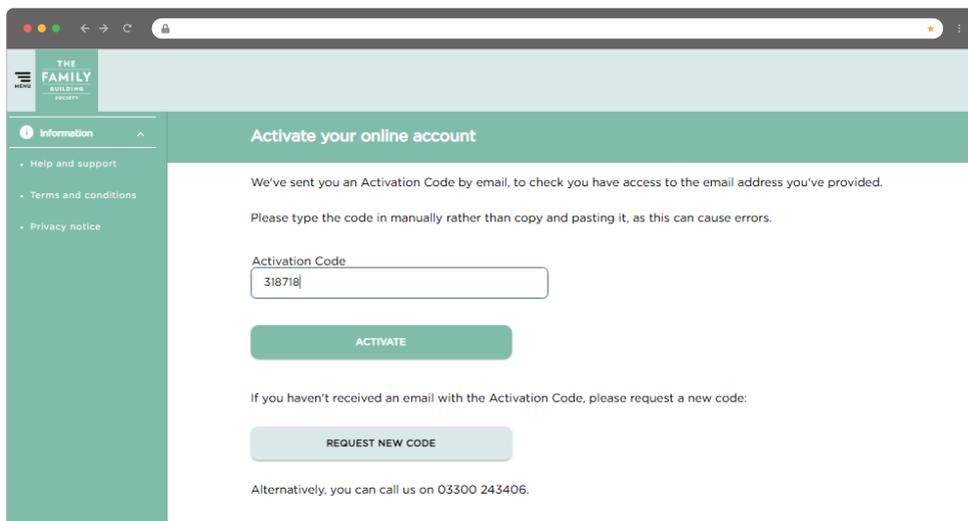


EMAIL 2:



Step 6 To activate your account, please enter the Activation Code sent to you in the email and click on 'Activate'.

This code is valid for 24 hours. If you need a new code, simply click on '**Request a new code**'.



Activate your online account

We've sent you an Activation Code by email, to check you have access to the email address you've provided.

Please type the code in manually rather than copy and pasting it, as this can cause errors.

Activation Code

ACTIVATE

If you haven't received an email with the Activation Code, please request a new code:

REQUEST NEW CODE

Alternatively, you can call us on 03300 243406.

Step 7 As a final step of the registration process, we'll send you a Verification Code as a further security measure. As an existing customer, you'll receive this by post and it'll take three to five working days to arrive. If you haven't received your code within a week, please call us as your Verification Code is only valid for two weeks from the date it was issued. When you have your Verification Code, please login and enter the code - see 'Your Verification Code' on page 10 of the guide for help on how to do this.

Once entered, you'll have full access to your account(s). If you need to make a withdrawal or move your money to another account with us but are still waiting for your Verification Code, please call us on 03300 243406 and we'll be happy to help.

REGISTER FOR OUR ONLINE SERVICE - NEW SAVINGS CUSTOMERS

If you're a new customer, you can register for the Online Service when you apply for a new savings product online.

Step 1 From our website, select the savings product you want to apply for and select **'Apply online'**.

The screenshot shows the Family Building Society website's 'Windfall Bond' product page. The browser address bar shows the URL: <https://www.familybuildingsociety.co.uk/savings/online-service-login-register>. The page features a navigation menu with links for Home, Savings, Mortgages, About us, Tips and guides, Help and extra support, and Insurance. The main heading is 'Windfall Bond', followed by a description: 'Our 35 day notice account offers 3.50% annual interest (Gross AER) and entry into a monthly free prize draw with a chance to win between £100 and £50,000.' Below this is a table with columns for Annual interest (AER gross), Account rate type, Minimum opening amount, Additional information, Monthly interest option?, Withdrawal limits, and Available to new customers?. The table shows a 3.50% annual interest rate, a variable account rate type, a £10,000 minimum opening amount, and that the account is available to new customers. A 'Key features' section follows, listing details such as interest paid annually on 31 July, no additions or partial withdrawals, and a 35-day notice period. At the bottom, there are three buttons: 'Apply online', 'Account info downloads', and 'Frequently asked questions'. A large grey arrow points to the 'Apply online' button.

Home - Savings - Bonds - Windfall Bond

Your savings are protected. FSCS - Your savings are protected

Annual interest (AER gross)	Account rate type	Minimum opening amount	Additional information	Monthly interest option?	Withdrawal limits	Available to new customers?
3.50%	Variable	£10,000	Open online, by post or in branch.	✗	No withdrawals. Closure after 35 days' notice.	✓

Key features

[View summary box](#)

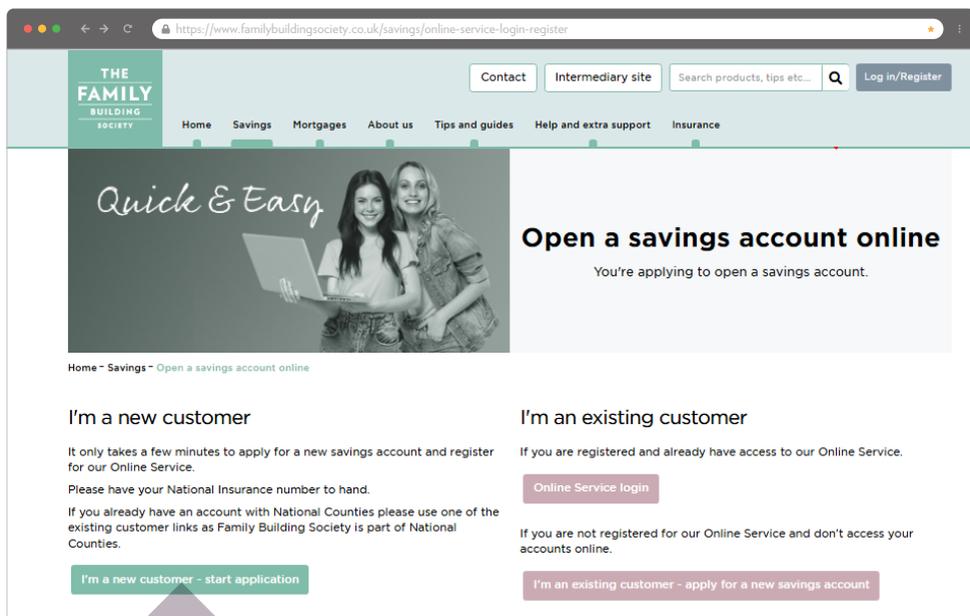
- Available to new and existing customers
- Participate in the monthly free draw after a qualifying period
- Save exactly £10,000 per bond held
- Variable interest rate which tracks and pays the Bank of England Bank Rate minus 1.00% (subject to minimum 0.00%)
- Interest rate changes take effect from the 1st of the month following an announcement of a Bank of England Bank Rate change
- Interest paid annually on 31 July by transfer to your bank account
- No additions or partial withdrawals available
- Closure available without an access charge after 35 days' notice and will be paid by transfer to your bank account
- Once given, notice of closure cannot be cancelled or amended
- This account can only be operated by people aged 18 and over
- This account can be operated by an Attorneys, Deputies or Third Parties (see below for more details).

The information provided below is a summary of the key features of the account and is not intended to be a substitute for reading the Product Features leaflet and General Conditions for our Savings Accounts booklet.

[Apply online](#) [Account info downloads](#) [Frequently asked questions](#)

Already an existing customer registered to our Online Service? You can apply using our [Online Service](#)

Step 2 Then select *'I'm a new customer - start application'*.



You'll then be taken to the Online Service where you can apply for the savings product and register for the Online Service. Please see page 15 for the next steps of the application process.

YOUR VERIFICATION CODE

As a final step of the registration process, we'll send you a Verification Code as a further security measure.

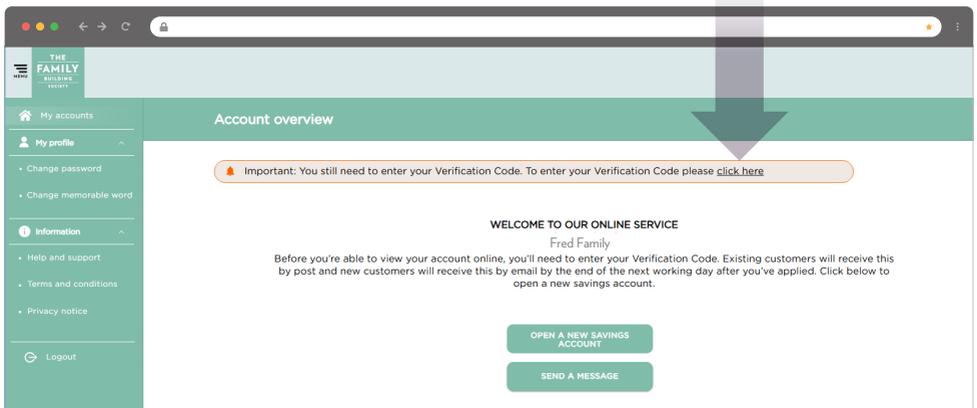
Once entered, you'll have full access to your account(s). If you need to make a withdrawal or move your money to another account with us but are still waiting for your Verification Code, please call us on 03300 243406 and we'll be happy to help.

New customers will receive their Verification Code by email by the end of the next working day after they applied. Existing customers will receive this by post and it'll take three to five working days to arrive. If you haven't received your code within a week, please call us as your Verification Code is only valid for two weeks from the date it was issued.

Step 1 Once you've received your Verification Code, log in to your account and select the link '[click here](#)' from the '**Account overview**' page.

Step 2 Enter your Verification Code and click '**Verify**'.

If your Verification Code has expired, you can request a new one by clicking on '**Request a new code**'. This will be sent to you in the post. Please note: if a new Verification Code is requested, you will not be able to use the previous code.



Step 3

You'll be asked to confirm your profile information, including your contact details, tax residency and secure message and statement preferences. You'll also be asked to confirm your mobile or home number to where a One-Time Passcode can be sent to. This is a form of two-factor authentication for security. Once your account is verified, you'll need to enter a One-Time Passcode each time you log in, in place of your Memorable Word.

Once completed, select '**Confirm your details**'.

THE FAMILY BUILDING SOCIETY

My accounts

- My profile
- Change password
- Change memorable word
- Update my profile
- My marketing preferences

Information

- Help and support
- Terms and conditions
- Privacy notice

Logout

Confirm your profile

Personal details

Nationality
British

Country of residency

Occupation

Contact details

At least one phone number is required for our records.

Mobile Home

Optional Email Optional Confirm email

Required if changing your email address

Tax residency

Are you a tax resident in any other countries or a US citizen? Your tax residency can be different to the place that you live.

Yes No

Secure messages and statements

Secure message notification

I would like to receive notifications for secure messages via:

Text message Email

Statements

You can view your **annual** ISA, savings account and mortgage statements online.

Do you also want to receive postal statements?

Yes No

Unfortunately you cannot view your monthly statements or annual savings interest summary statements online.

For your security

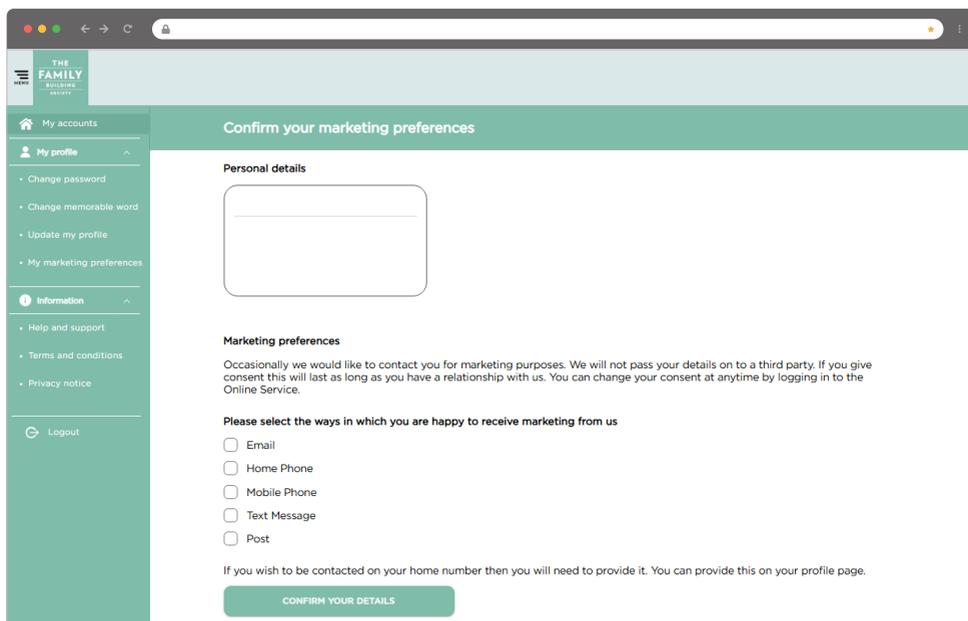
For your security, we may need to send you a unique code to verify that it is you. Would you like this code to be sent to your mobile or home phone number?

Mobile Home

CONFIRM YOUR DETAILS

Step 4 You'll then be asked to confirm how you'd like to be contacted by us, if at all, for marketing purposes. This can be amended at a later date, simply by going into **'My profile - my marketing preferences'** from the menu.

Once completed, select **'Confirm your details'**.



5. Lastly, you'll then see a **'Success'** page to confirm your account is verified and you have full online access to your account(s).

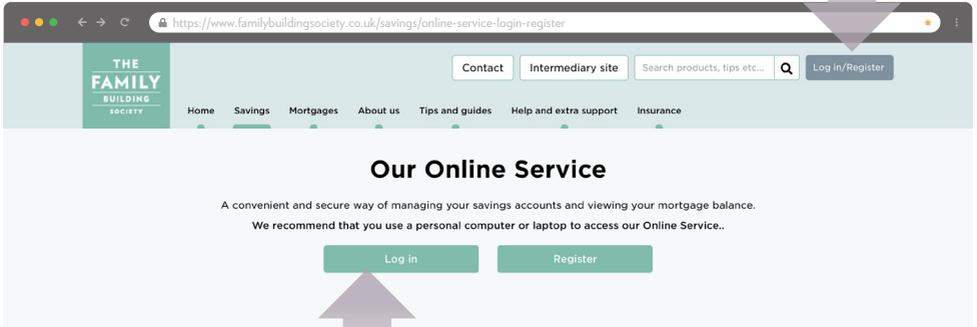
You'll also receive a **'Profile change'** email confirming that your personal details linked to your Online Service account with us have been changed.



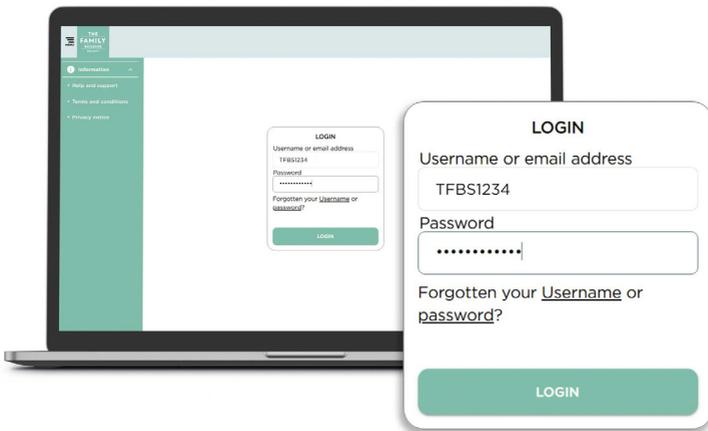
LOG IN TO OUR ONLINE SERVICE

There are two ways to log in to our Online Service:

Step 1 From our website, click **'Log in/Register'** at the top right-hand corner, or type [familybuildingsociety.co.uk/online-service-login-register](https://www.familybuildingsociety.co.uk/online-service-login-register) into your web browser and click on **'Log in'**.



Step 2 Enter your Username (which was emailed to you when you registered) or your email address, and your password. Please remember your password is case sensitive. Then click **'Login'**.



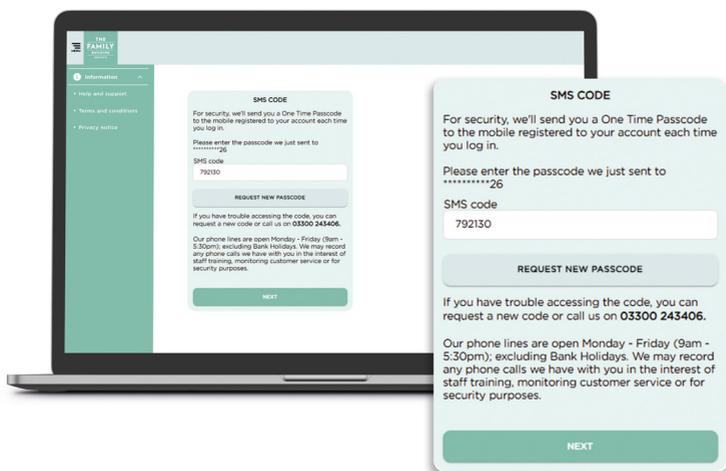
If your details are entered incorrectly three times, your account will be locked for security.

If you've forgotten your Username, you can use your email address, or request your Username to be resent to you by clicking on the relevant link in **'Forgotten your Username or password'**.

If you've forgotten your password, click on the relevant link in **'Forgotten your Username or password'** and a password reset code will be emailed to you. This can take up to 10 minutes to be received. You'll need to enter the reset code, and then three characters from your Memorable Word to be able to create a new password.

Step 3 Each time you log in (after you've entered your Verification Code), you'll need to enter a One-Time Passcode which is a form of two-factor authentication for security. The code will be sent as a text message to your mobile, or as a voice message to your landline depending on the preference you've set in your profile.

Enter the code and then select **'Next'**.



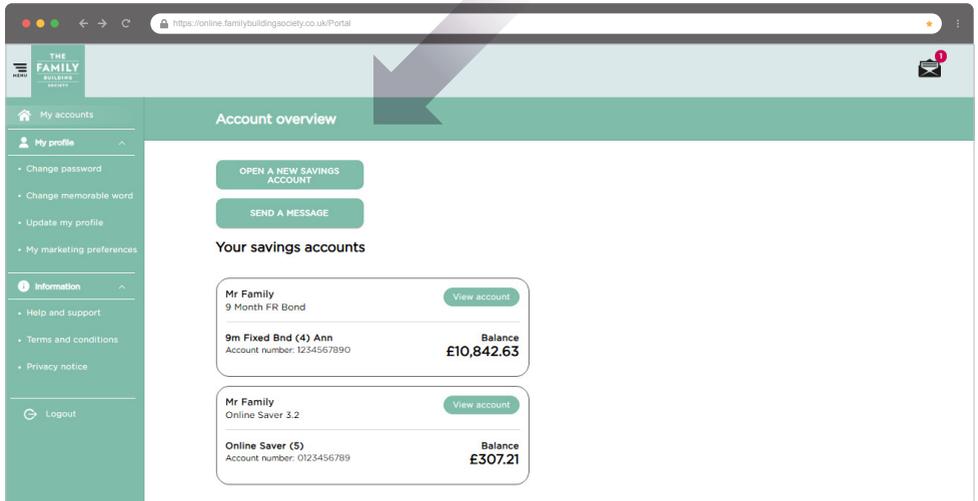
Step 4 You're now logged in and will be able to view your accounts, and see any notices displayed under **'Important information'**.

OPENING A NEW SAVINGS ACCOUNT

If you've already registered for the Online Service, once logged in to your account, on the '**Account overview**' page you'll be able to see your existing account(s).

You can open a new savings account by clicking '**Open a new savings account**' and following the steps to open an account.

If you're not yet registered, please see page 8 on how to apply for a savings product online.



The account opening process will take you through the following pages:

- What you'll need to apply
- Select account type
 - You'll have a choice of a **Personal savings** account (Easy access, Notice and Fixed term bond accounts) or a **Cash ISA**
 - Select which type of account you'd like before selecting '**Continue**'
- Account holder details - select whether you're applying for an account on your own or with someone else
- Select your new account
 - You can filter by product type (Fixed term, Notice, Bonds, Easy access or Windfall Bond) by clicking on the relevant button
 - For further information, including the Product Features leaflet and Summary Box flyer, select '**View details**' at the top right-hand corner of the savings product
 - Make sure you've selected your account before clicking on '**Continue**'.

If you're opening the account with another person that you haven't held an online account with before, you'll then see some additional pages:

- Personal details for second applicant
 - You'll need their National Insurance number to hand, as well as their email address and phone number
- Address details for the second account holder
- Tax residency for the second account holder.

If you're opening this account as a new customer and are registering for the Online Service, you'll see some additional pages:

- About You
 - Address Details
 - Tax residency.
-
- Additional information for the first applicant
 - You'll be asked to confirm if you're a tax resident in any other country or a US citizen for **each new** savings account you open
 - Your nominated account for withdrawals
 - You'll need to select 'confirm sort code' before clicking on '**Continue**'
 - Interest instructions
 - Select the account where you'd like interest paid, before clicking in '**Continue**'.
 - Savings amount and nickname
 - Add the amount that you estimate you'll save in total. You're not committed to this amount, we simply use this figure to measure how much you're planning to save with us
 - Apply
 - Here you will be asked to open and tick '**I agree**', then select '**Done**' for each document;
Declarations & Charitable Assignment
Financial Services Compensation Scheme Information Sheet
Online Service Agreement
Terms and Conditions
 - Tick '**I/we understand that my/our personal data will be used by you for the provision of payment services and I/we agree to this**' before clicking on '**Submit application**'.

Once you've submitted your application, if we need any further information for you or the second account holder (if applicable) you'll see some additional pages:

- Further information required
 - It's important that you do not try to add money to your account until we've successfully identified you. You have 15 days from the date you applied for your savings account to provide any identification documents and then add your initial deposit.
- Verify your identity
- How to upload an image
- Identification documents for (the applicant we need documents for will be named)
 - Here you can upload the requested documents. If you don't have them to hand or they need certifying, you can upload them at a later date from the 'Account overview' page. Please note that we cannot open your account until we've received and verified all documents.

If your account allows, you'll then be asked if you'd like to set up a savings goal and you'll see the following pages:

- Would you like to set a savings goal? If you select, 'yes' you'll see the next two pages:
 - Nickname account
 - Add a savings goal.
- Next steps...
 - Select how you'd like to add money to your account. You can either add by debit card, see details of how to make a bank transfer or select to fund later
- Account setup complete!

YOUR SAVINGS ACCOUNTS

Account overview

Once logged in, you'll see the **'Account overview'** page displaying an overview of your account(s).

To view more information for a particular account, click on **'View account'** to take you to the **'Savings account summary'** page.

Savings account summary

Here you'll see a summary of your account including the name of the account holder(s), the account name and number, total balance and available balance in the account and the current interest rate.

You'll also be able to see any transaction history by year. To view a previous year, click on the arrow to the right of the year.

The screenshot shows a web browser window with the URL <https://online.familybuildingsociety.co.uk/Portal>. The page title is "Savings account summary". On the left is a green sidebar menu with options: "My accounts", "My profile" (with sub-options: Change password, Change memorable word, Update my profile, My marketing preferences), "Information" (with sub-options: Help and support, Terms and conditions, Privacy notice), and "Logout".

The main content area displays the following information:

- Account holder: Mr Family
- Account name: 9 Month FR Bond
- Interest rate: 4.28%
- Account number: 1234567890
- Available balance: £10,842.63
- Balance: £10,842.63

There are two green buttons: "ADD OR WITHDRAW MONEY" and "MANAGE ACCOUNT".

Below is the "Transaction history" section with a "Year" dropdown menu set to "2025".

Date	Description	Amount	Balance
05/03/2025	Savs Receipt	£10,842.63	£10,842.63

At the bottom right of the transaction history, it says "Items per page: 101 - 1 of 1". At the bottom center, there is a green button labeled "SEND A MESSAGE".

ADD OR WITHDRAW MONEY

If your savings account allows you to add or withdraw money, you'll be able to do this from the from the **'Savings account summary'** page.

Add money

To add money by debit card:

1. To add money to your account by debit card, click on **'Add or withdraw money'**.
2. Select **'Add money'** and then **'Continue'**.
3. You'll have the option to either add money now by debit card, or see details of how to make a bank transfer to us. Select **'Add by debit card now'** and enter the amount you'd like to pay in, and select **'Continue'**.
4. Enter the payment details and then select **'Pay now'**.
5. Your payment request will be confirmed with a **'Thank you for your deposit'** notification. Select **'Done'**.
6. If you haven't already set up a savings goal, you'll then be given the option to set one up. Otherwise, you'll be taken back to the **'Savings account summary'** page.

To add money by bank transfer:

1. To add money to your account by bank transfer, click on **'Add or withdraw money'**.
2. Select **'Add money'** and then **'Continue'**.
3. You will have the option to either add money now by debit card, or see details of how to make a bank transfer to us. Select **'See details of how to make a bank transfer to us'**.
4. Details of how to make a bank transfer to use will be displayed on the page. You can simply select **'Return to savings account summary'** to go back to your account summary.

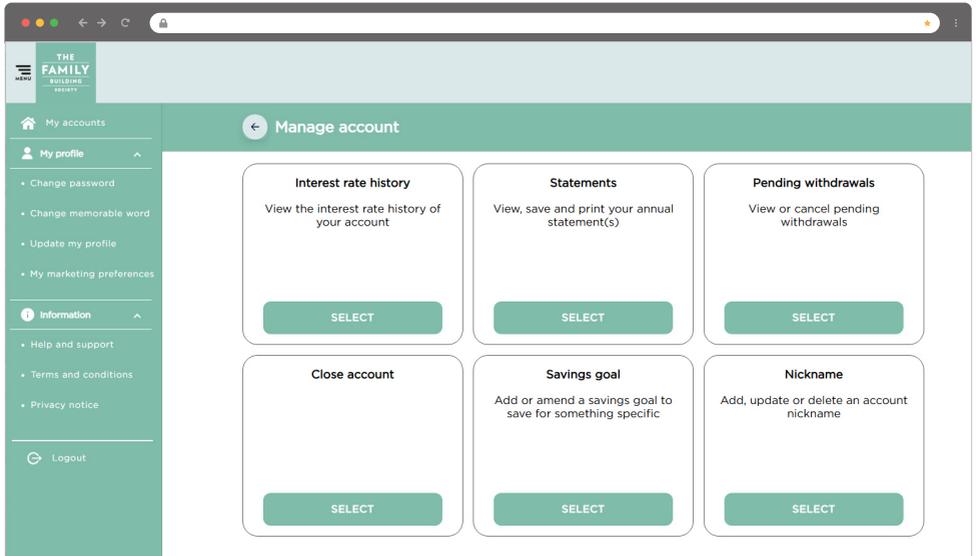
Withdraw money

1. To withdraw money from your account click on **'Add or withdraw money'**.
2. Select **'Withdraw money'** and then **'Continue'**.
3. To select which account you'd like to move your money to, select **'Choose account'** and then select the account you'd like to choose.
4. Enter how much you'd like to withdraw in **'Withdraw amount'**, and select if you'd like to withdraw the money **'Immediately'** or on a chosen date. For a chosen date, you can use the calendar function to enter the date, or enter the date manually using a DD/MM/YYYY format. If you have a notice account, you'll need to take into account the notice period for withdrawals. Select **'Continue'**.
5. Review the details of the withdrawal and if you want to continue with the withdrawal, select **'Submit'**. To go back and change any of the details, select the back arrow to the left of **'Review details'**.
6. Once your withdrawal request has been submitted you will see a **'Success'** page with details of when you should expect to see funds in your chosen account. You can simply select **'Return to savings account summary'** to go back to your account summary.

MANAGE YOUR ACCOUNT

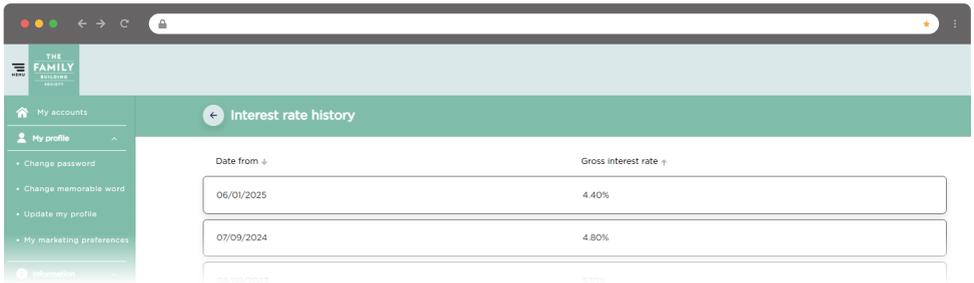
From the **'Savings account summary'** page, you can select **'Manage account'** to view your available options to manage your account.

The options available will depend on the type of account you have, so you may not see all of the below.



Interest rate history

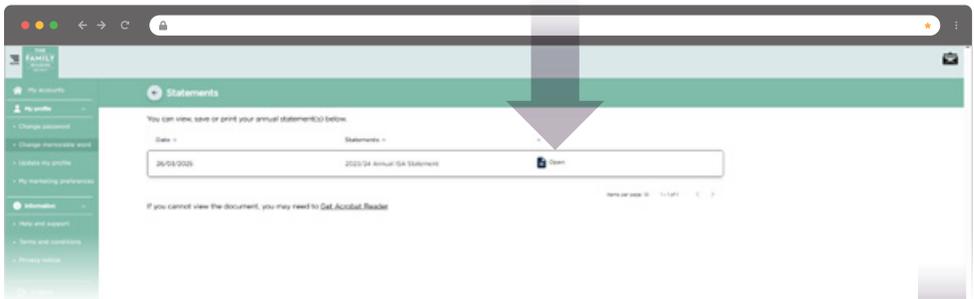
View the interest rate history of your account. Interest rates are shown in date order with the most recent at the top and can be reordered by clicking on the arrow to the right of **'Date from'**.



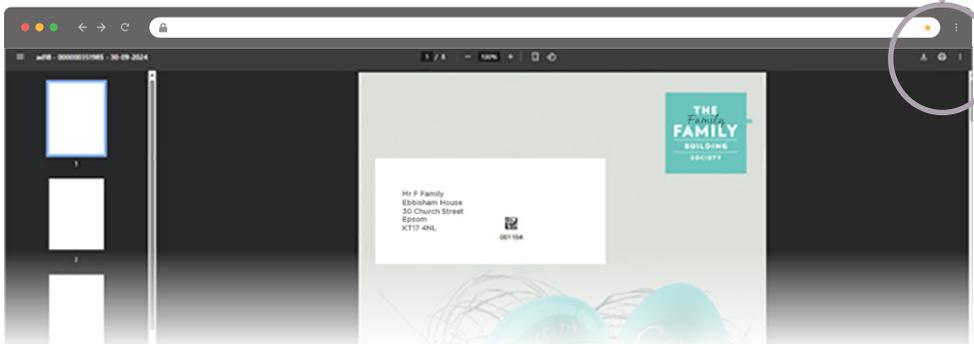
Statements

View, save or print your annual savings statement(s). Statements are shown in date order with the most recent at the top and can be reordered by clicking on the arrow to the right of **'Date'**.

To view a statement, simply click on **'Open'**.



To save or print a statement, open the statement and then select the **'Save'** or **'Print'** icon shown at the top right-hand corner.



Pending withdrawals

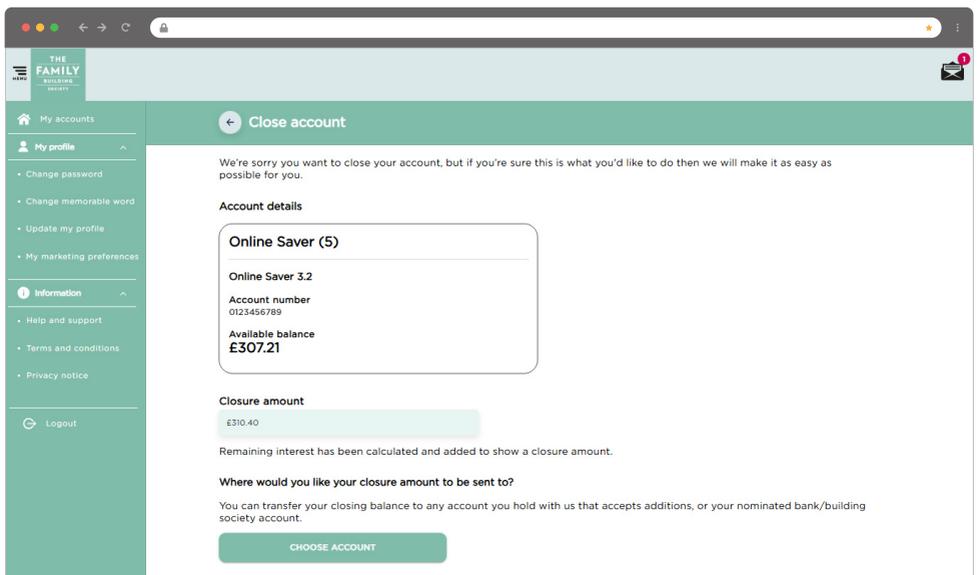
View or cancel pending withdrawals on your account. Any pending withdrawals listed are future-dated and can be cancelled, simply by clicking on **'Cancel transaction'**. You'll then be asked to review the transaction to be cancelled and **'submit'** the cancellation request.

Close account

If you have an easy access account that can be closed online, from the 'Manage account' screen you'll be able to click **'select'** in **'Close account'**.

Unfortunately, not all accounts can be closed online, so if you don't have this option, please call us on 03300 243406 or send us a secure message, and we'll be happy to assist you.

1. To close your account online, you'll be asked to select where you'd like the closure amount to be sent to.
2. Select **'Choose account'** and select the account.
3. You'll then be asked to select your 'Reason for closing' and then click on **'Continue'**.
4. Review the details of the closure and tick the box to confirm you want to close your account. Once confirmed you cannot cancel this instruction or view the account online.
5. To continue to close your account, select **'Confirm'** or to cancel the closure select **'Cancel'**.
6. If you have chosen to close your account, you'll then see a **'Success'** page to confirm your account will be closed, with information on when the funds will be received in your selected account.

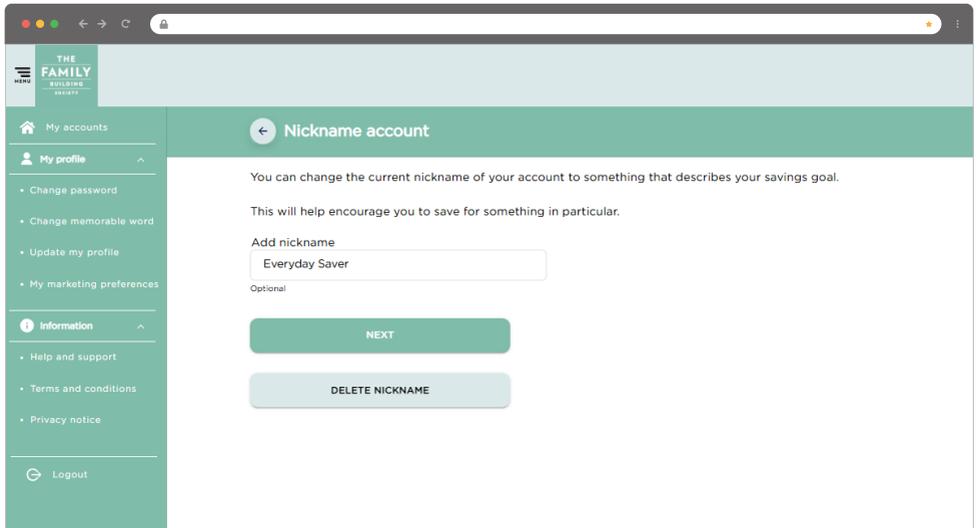


Savings goal

If you're able to make additions to your account, you can add a savings goal to help you to save for something specific.

To set up a savings goal:

1. Select savings goal from the **'Manage account'** page
2. You can change the nickname of your account to something that describes your savings goal, or alternatively you can leave the nickname as it is or remove it completely. Then select **'Next'**.
3. Enter a savings goal and select **'Submit'**.



The screenshot shows a web browser window with the Family Building Society logo in the top left. The main content area is titled 'Nickname account' and contains the following text: 'You can change the current nickname of your account to something that describes your savings goal. This will help encourage you to save for something in particular.' Below this is a form with the label 'Add nickname' and a text input field containing 'Everyday Saver'. Underneath the input field is the word 'Optional'. At the bottom of the form are two buttons: a green 'NEXT' button and a grey 'DELETE NICKNAME' button. A left-hand navigation menu is visible, with options like 'My accounts', 'My profile', 'Information', and 'Logout'.

Once set up, you'll be able to see your savings goal on the 'Savings account summary' page, and see how much of the goal you've reached so far, and how much is remaining.

To update or remove a savings goal:

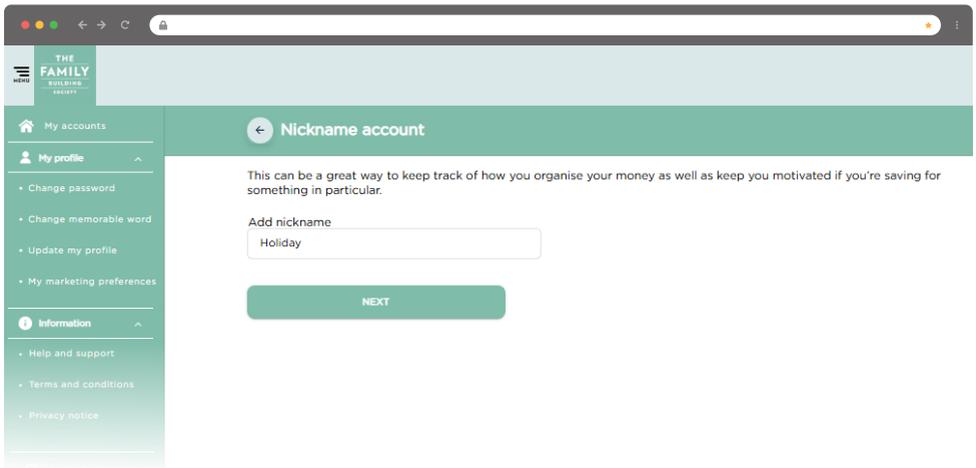
1. Select savings goal from the **'Manage account'** page.
2. Enter a new savings goal and select **'Submit new goal'**, or alternatively to remove the goal select **'Remove current goal'**.

Nickname

If your account allows, you can add, update or delete a nickname to help you identify your account.

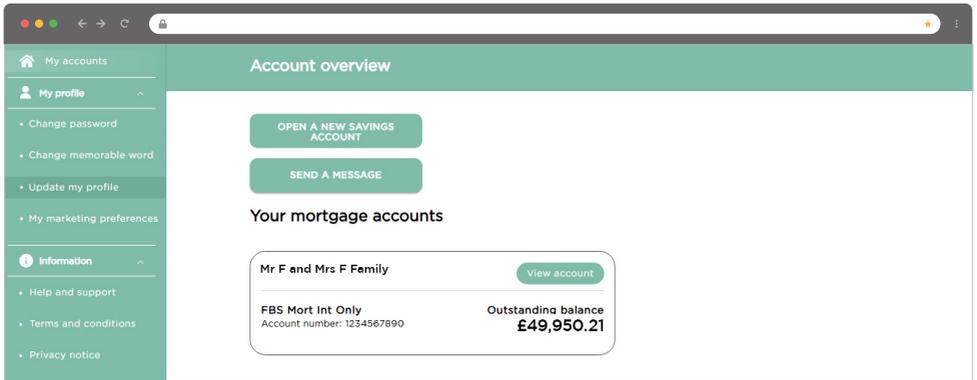
To set up a new nickname or to amend an existing nickname, simply add or amend a nickname for the account and select **'Next'**.

To delete a nickname, simply select **'Delete nickname'**.



YOUR MORTGAGE ACCOUNT

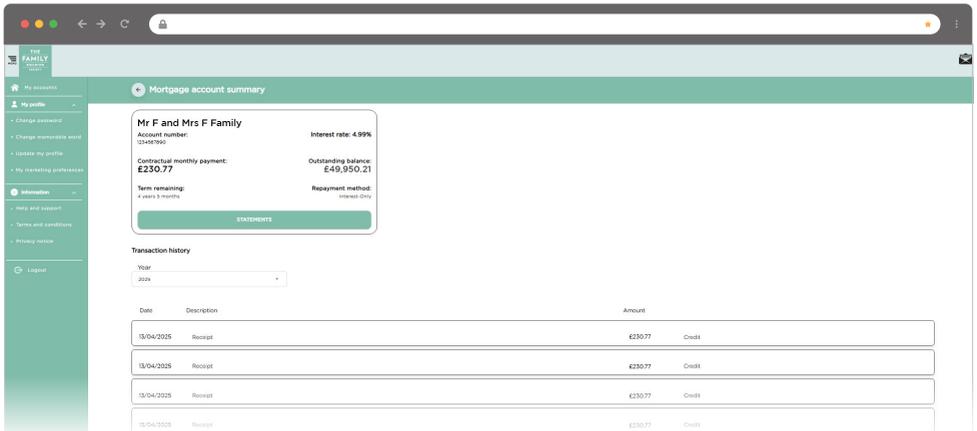
Once logged in, you'll see the **'Account overview'** page showing your mortgage account, the name of the mortgage account holder(s), your account number and the outstanding balance. If you have more than one sub account, each sub account will be displayed separately on the **'Mortgage account summary'** page.



Mortgage account summary

To view more details of your mortgage account, select **'View account'**.

On the **'Mortgage account summary'** page, you'll additionally be able to see your mortgage interest rate, contractual monthly payment, term remaining and repayment method.



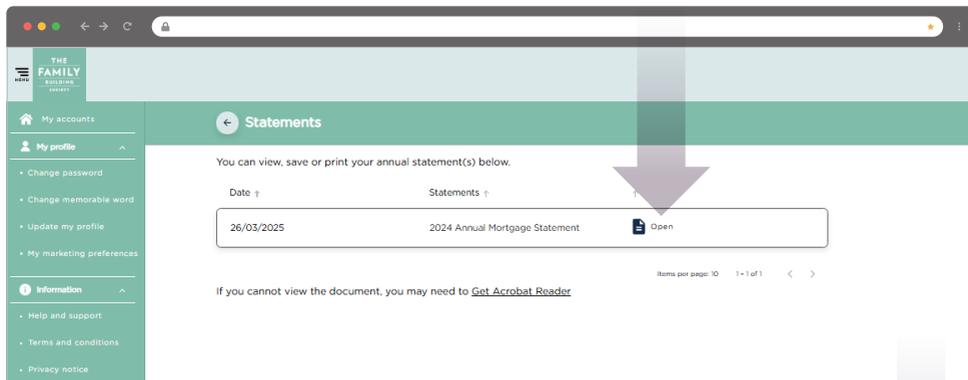
Transaction history

Direct Debit payments and overpayments are shown in your **'Transaction history'**. Please note that capital payments are not shown online. The current year's transactions are shown. To view previous years' transactions, click on the year you'd like to view.

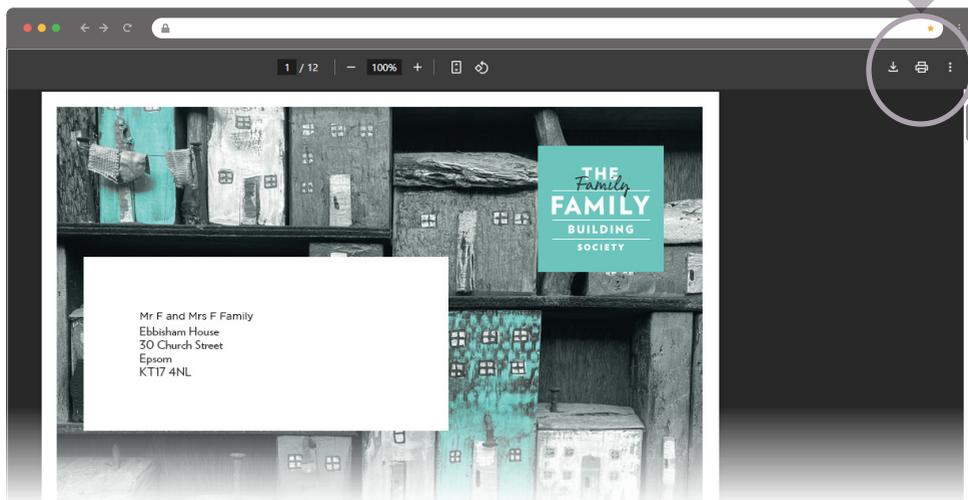
Statements

You can view, save and print your annual mortgage statement(s) by selecting '**Statements**' from the '**Mortgage account summary**' page. These are listed in date order with the most recent at the top. To reorder, click on the arrow next to '**Date**'. Statements are available from 2023 onwards.

To view a statement, simply select '**Open**' next to the statement you want to view.



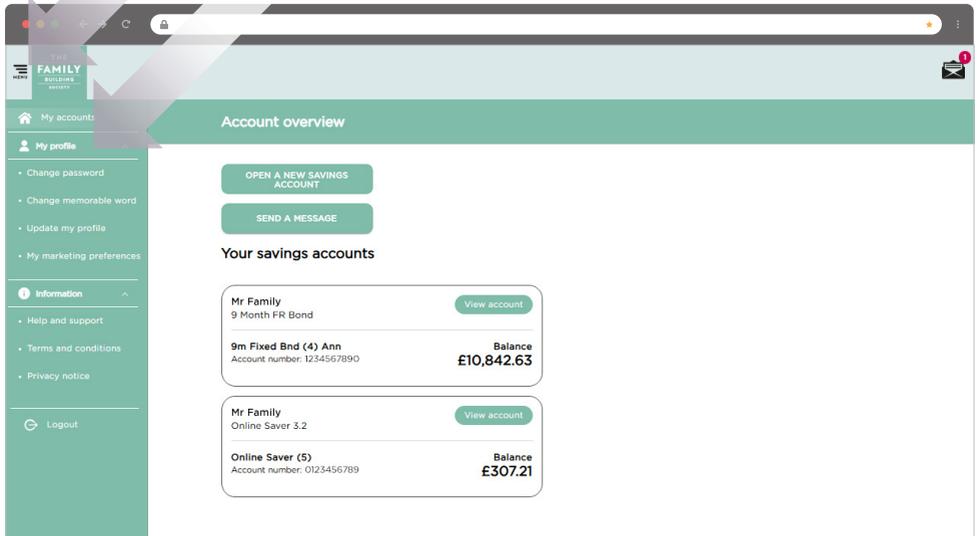
To save or print a statement, open the statement and then select the '**Save**' or '**Print**' icon shown at the top right-hand corner.



YOUR PROFILE

Once logged in, you can view your profile and update any of your personal details or preferences. The **'My profile'** menu is on left-hand side of the screen.

If the side menu isn't visible, select the **'Menu'** icon in the top left-hand corner and the side menu will appear.



Change your password

Once you're logged in, you can change your password. It must be between 8 and 20 characters, and include a mixture of upper and lower case letters, numbers and special characters (\$@!%*?&), and is case sensitive.

1. Click on **'Change password'** in the side menu.
2. Enter and re-type your new password and select **'Save changes'**.
3. You'll be sent a One-Time Passcode to your mobile, or as a voice message to your home phone depending on the preference you've set in your profile. If you haven't yet entered your Verification Code, you'll be asked to enter three characters from your Memorable Word instead. Enter the One-time Passcode or three characters from your Memorable Word and select **'Next'**.
4. You'll see confirmation that your password has been updated with a **'Success'** page.

Change your Memorable Word

Until you've entered your Verification Code, you'll need to enter three characters from your Memorable Word when you log in. You can change your Memorable Word to a new word that's between 8 and 20 characters long, and can use any combination of letters and numbers but it must not contain spaces.

1. Click on '**Change memorable word**' in the side menu.
2. Enter and re-type your new Memorable Word, then add a hint to help you remember your Memorable Word. The hint must be between 10 and 100 characters long. Then select '**Save changes**'.
3. Enter your password and then select '**Next**'.
4. You'll see confirmation that your password has been update with a '**Success**' page.

Update your profile

You can view and update your personal details by clicking on '**Update my profile**' in the side menu.

- **Personal details** - view your home address, nationality, country of residency and occupation. You can update your occupation online. If you need to update any other details, please send us a secure message or call us on 03300 243406.
 - **Contact details** - view and update your mobile and home phone numbers, and your email address.
 - **Tax residency** - if you're a tax resident in any other country or a US citizen, you can select your country of tax residency, the date the residency started, your Taxpayer Identification Number (TIN) and the type of TIN. If you're not a tax resident in any other country, simply select '**No**'.
 - **Secure messages and statements** - here you can select your preference of how you'd like to receive secure message notifications from us as, either as a text message or email. You can also select if you'd like to receive your annual statements by post as well as online.
 - **One-Time Passcode** - for security, once you've entered your Verification Code, we'll send you a One-time Passcode as a form of two-factor authentication when you log in. You can select your preference to receive this as a text message to your mobile, or as a voice message to your home number.
1. To make any changes to your profile details, add your changes and select '**Save changes**'.
 2. You'll then be sent a One-Time Passcode to your mobile, or as a voice message to your home phone depending on the preference you've set in your profile. If you haven't yet entered your Verification Code, you'll be asked to enter three characters from your Memorable Word instead. Enter the One-time Passcode or three characters from your Memorable Word and select '**Next**'.
 3. You'll see confirmation that your profile has been update with a '**Success**' page. You'll also receive a 'Profile change' email from us.

Update your marketing preferences

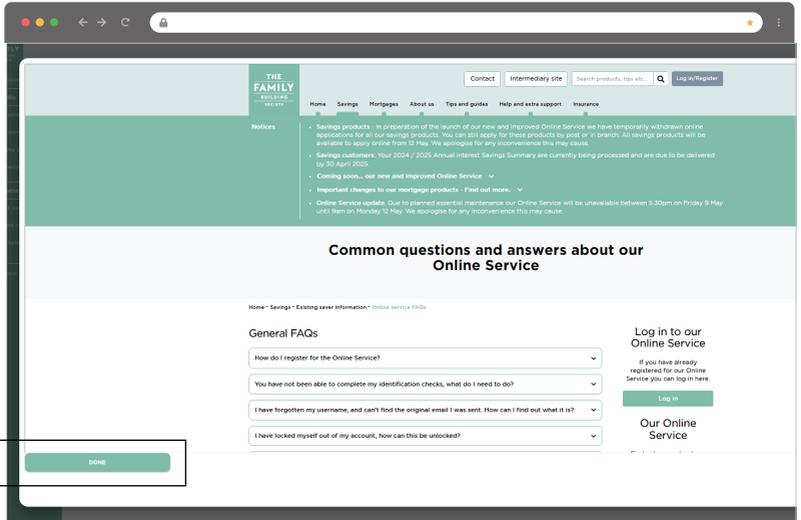
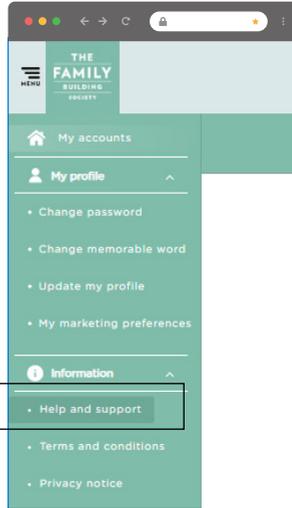
You can set your marketing preferences to determine how you're happy to be contacted by us for marketing purposes. We will not pass your details on to a third party. If you give consent, this will last as long as you have a relationship with us, and you can update your preferences at any time.

1. Click on '***My marketing preferences***'.
2. Select the ways in which you're happy to be contacted by us (email, home phone, mobile phone, text message and/or post) and select '***Save changes***'.
3. You'll see confirmation that your marketing preferences have been updated with a '***Success***' page.

HELP AND SUPPORT

We have a list of frequently asked questions you can look at by clicking on **'Help and support'** in the side menu.

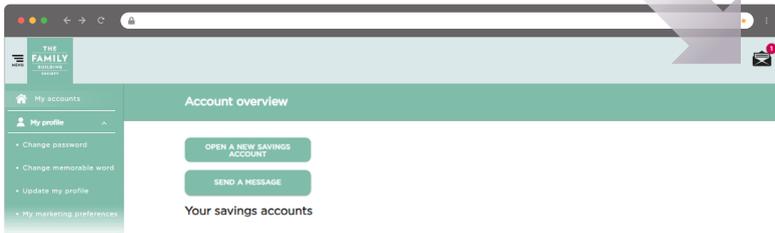
These will open in a new window. To close the window, click on **'Done'** at the bottom left-hand corner.



SECURE MESSAGING

If you'd like to contact us regarding your account, you can send us a secure message through the Online Service.

At the top right-hand corner of the screen, you will see an envelope icon.

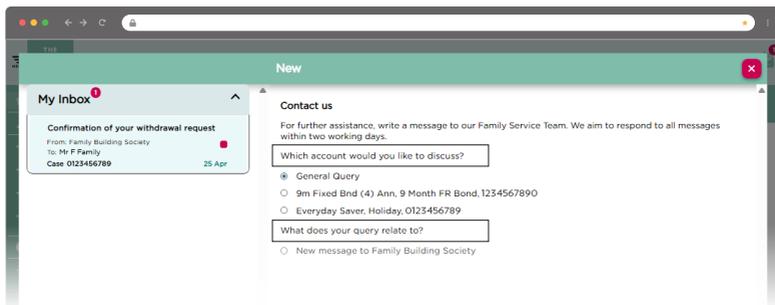


If you have any unread messages, a number in a red circle will be displayed showing how many unread messages you have. Click on the icon, and then message to open the new message, or select **'Go to inbox'** to see all of your messages.

Any unread messages in your inbox will have a red dot to the right of the message.

To send us a new message:

1. You can send us a message by clicking on the envelope icon and then selecting **'Create a new message'**, or alternatively select **'Send a message'** from the **'Account overview'** page.
2. Select an option in **'Which account would you would like to discuss'** - this can either be a general query or relate to one of your accounts listed.
3. Select an option from **'What does your query relate to'**.
4. Type your message where it says **'Compose...'** at the bottom of the page.
5. Select **'Send'**.



You'll be notified of a new secure message by either a text message or an email, depending on the preference you have selected in your profile.

If you need this guide in an alternative format please call us on 03330 140144.

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