

Transcription Sequence

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What is internet banking?

Internet banking is a free service that the Co-operative Bank offers which allows customers to go online and basically manage their accounts. They can view bills online, they can pay bills, they can view recent transactions and they can even view past statements. It's a really easy way for customers to deal with us, if they don't live near a branch, and this enables them to deal with us on their terms.

The main benefit to internet banking is that customers who don't live near a branch can actually access their accounts at a time that suits them and when they want to. If a customer is to register for internet banking, all they need to do is contact us by telephone and provide details over the phone to a trained adviser. It's pretty much like setting up your account for telephone banking and once you've been set up you can actually use and access your account straightaway.