



# My Accounts Terms and Conditions



**Effective 9th August 2019**

These Terms and Conditions relate to the My Accounts service and replace and supersede the previous Monmouthshire Building Society 'My Accounts' Terms and Conditions dated 1st February 2013.

They are in addition to the terms and conditions applying to each individual mortgage and savings account, together with our General Terms and Conditions for Savings Accounts or Mortgage Accounts.

## 1. Use of your Personal Information

- 1.1 We are committed to protecting your privacy during your visits to the 'My Accounts' website and recognise our responsibility to keep the information you provide to us confidential at all times.
- 1.2 We need to collect information about you in order to open and administer your account. The legal basis on which we process your data will be either that the processing is necessary for us to provide you with the financial product you are seeking; necessary to comply with our legal obligations; in our legitimate business interests in relation to such purposes or with your consent. We take your privacy very seriously and will always treat your personal details with the utmost care, holding them safely and securely. Our leaflet "Important Information About Your Personal Data" summarises our full Privacy Notice.
- 1.3 The information we collect is used to verify your identity, administer your accounts, provide you with our services and to communicate with you about other products or services of ours that we think may be of interest to you.
- 1.4 Under Data Protection laws you have the right to access your personal information held by us. You can also obtain your personal data from the Credit Reference Agencies and Fraud Prevention Agencies. Our leaflet 'Important Information about your Personal Data' provides further information on all of your rights. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

We undertake checks about you with FPAs for the purposes of preventing fraud and money laundering, and to verify your identity. If false or inaccurate information and fraud is suspected, then we will record this and share the information with FPAs. Further information is available in our 'Identity Verification and Fraud Prevention Checks' leaflet.

- 1.5 When using your information we may also share information with anyone you appoint to administer or operate your account; regulatory and government bodies; auditors; any individuals/organisations that we use to provide services to us; and any other person or organisation if the law, public duty or our legitimate interests require us to do so.

## 2. Security Information

- 2.1 When you first request access to the 'My Accounts' system you must choose a password and one item of memorable information, these are known as your Security Details. After verifying your identity, we will issue you, by post to your registered postal address, with a Web User ID number and activation code. You will not be able to operate your account online until you have received these login details.
- 2.2 Each time you access the 'My Accounts' system we will ask you for your Web User ID number, your password and your item of memorable information so that you can prove, and we can authenticate, your identity.
- 2.3 Once registered for the 'My Accounts' system you must always keep your Web User ID number, password and memorable information secret. You must not tell anybody else, including Society staff, your password or memorable information.
- 2.4 You can only have one set of login details at any one time. If more than one holder requires access to a joint account, you must each set up separate login details and each of you must register individually to use our online services.
- 2.5 If you fail to provide the correct security details three times in a row we will block further online access to your accounts. You must then follow the online instruction for 'forgotten my security details' to re-enable use of the facility.
- 2.6 You must follow any instructions we give you from time to time regarding the safe keeping and use of your Security Details. These instructions may be sent to you by post, email or secure message.

### **3. If you think your security details have been compromised**

- 3.1 If you think that someone else has obtained your password or memorable information, and you are unable to get into the online system to change it, let us know immediately. If you do not do so, you will be responsible for any instruction we receive and act on, even if it was not given by you. You can email us at: [myaccounts@monbs.com](mailto:myaccounts@monbs.com), or telephone **01633 844345**. We will then suspend access to your accounts in the 'My Accounts' system until you are able to change the information.
- 3.2 Once you have reported that you suspect someone else knows your security information, you will not be liable for any activity on your account which was not carried out by an authorised user/by you. This is unless you act with gross negligence (which includes taking insufficient care of your Web User ID number, password or memorable information) or you act fraudulently.

### **4. Inappropriate Access to our System**

- 4.1 We shall be entitled to terminate or suspend our service to you if we have reasonable grounds to believe that you have attempted to gain access to our programs, or to accounts of other customers, or have attempted to introduce any viruses into our systems.

### **5. Communications**

- 5.1 You are able to use the secure messaging facility within the 'My Accounts' system to inform us of material changes you may wish to make to your account. These changes could include changes to your name or correspondence address. If you notify us of such a Material change, we may need to contact you for confirmation, or to obtain supporting documentation prior to finalising the change.
- 5.2 We reserve the right not to act on any instructions if they are contrary to these terms and conditions or those that apply to any account you may hold with the Society.
- 5.3 If you change your email address you must update your details within the 'My Accounts' system so notifications of secure messages can still reach you.
- 5.4 We are entitled at any time to ask you to confirm in writing, instructions you have given us via the 'My Accounts' system if we consider this is necessary or desirable for your security or for any other reason.

### **6. Territorial limitations**

- 6.1 The 'My Accounts' system is intended for use in the United Kingdom only. We do not recommend and would discourage you from accessing the service using a public internet access point as these don't necessarily offer the privacy protection you need. Instead, use an access point that you are familiar with or one that you are sure has security settings enabled.

### **7. Security of the Internet**

- 7.1 We have taken reasonable steps to ensure that the 'My Accounts' system is secure; however, we cannot guarantee completely the confidentiality or privacy of any information passing over the internet or that it will not be interfered with. By using this facility, you are giving instructions on this basis and understanding.

### **8. Withdrawals**

- 8.1 You can enable the online withdrawal facilities within the 'My Accounts' system by providing us with the details of your one nominated bank account. This must be a bank account, in the name of one of the account holders, operated in the United Kingdom with a valid sort code and bank account number. You may be required to provide proof of ownership of the bank account by providing us with an original, or certified copy, of your bank statement.
- 8.2 Withdrawal requests will not be allowed until you have signed and returned an ongoing withdrawal mandate which we will post to your registered address when you first provide your bank details. Please allow five working days for this process to complete. We will notify you by secure message when the withdrawal facility is ready for use on your account.

- 8.3 Unless a transaction is to close an account, the minimum withdrawal amount is £100.
- 8.4 Withdrawal requests received by 2.00pm on a business working day will be actioned on the same day. Withdrawal requests received after 2.00pm will be actioned on the next business working day.
- 8.5 We submit all withdrawn funds via electronic payment systems to your nominated bank account. It will normally take one working day for the cleared funds to reach your account, however, we cannot guarantee when a payment will reach you. Please also note that a single payment for over £100,000 will be sent by CHAPs and may be liable to a charge as detailed in our Savings or Mortgage Tariff leaflets.
- 8.6 Once you have instructed us to make a withdrawal and your account has been debited, this instruction cannot be cancelled or amended.
- 8.7 We do not accept any liability for loss caused by delays in processing a withdrawal request whether caused by failings in either the BACS or the Society's systems.

## **9. Who Can Register**

- 9.1 Only customers aged 16 years and over who are recorded as signatories on an account will be allowed to register for access to their accounts in the 'My Accounts' system.
- 9.2 If you have a joint account then any one of you may use our 'My Account' system but you must each use your own Web User ID number, password and memorable information. To be able to use our 'My Accounts' system your account must be set up so that either one of you can authorise a transaction or amend the account. Our 'My Accounts' system is not available if two or more of you are required to authorise changes jointly.

## **10. General Conditions**

- 10.1 The information provided on this website does not constitute financial or other professional advice. If you want to take up any services, please seek further information from Monmouthshire Building Society, an Independent Financial Advisor or other professional Advisors.
- 10.2 Monmouthshire Building Society accepts no responsibility for the content of any other site to which a hyperlink to or from this site exists.
- 10.3 Monmouthshire Building Society cannot warrant that this site is free of technical defects or viruses of any description and will not be responsible for any technical problems arising from the use of this site. Monmouthshire Building Society will endeavour to have this site available 24 hours a day. However, the Society has the right to suspend access to the site, temporarily or permanently, for which no notice may be given. The Society will not be liable, for any reason, if the site is unavailable for however long the period might be. Therefore, the Society will not be liable for any loss or damage arising in contract, tort or otherwise if the site becomes unavailable or is suspended for any reason.
- 10.4 Monmouthshire Building Society shall always, own the copyright and any other rights to the material on this website. You are not permitted to download, reproduce, store or transmit any information on this website other than for your own personal use. If you print off information data, text or forms, you must not alter, amend, or copy them.
- 10.5 We may vary these conditions by telling you. We will do this by sending details about changes either in writing, or by email, or by display in branches, or by advertisement, or by secure message, or by notice within the 'My Accounts' system.
- 10.6 To assist your navigation of this website and our prevention of fraud, we may send 'cookies' from this website to your computer. We do not obtain personal data from your computer or gather personal information about you unless you personally give information to our server.
- 10.7 The terms and conditions on this website are governed by and interpreted in accordance with the laws of England and Wales. In the event of a dispute the exclusive jurisdiction shall be that of the English and Welsh courts.
- 10.8 By accessing any part of this site, you shall be deemed to have accepted these terms in full.



[www.monbs.com](http://www.monbs.com)

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To find out how we use your data, please visit [www.monbs.com/privacy](http://www.monbs.com/privacy), pop into a branch, call our Customer Services Department (01633 844340) or email [dataprotection@monbs.com](mailto:dataprotection@monbs.com)

Telephone calls may be monitored and/or recorded for security and training purposes.

Monmouthshire Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.  
Financial Services Register Number: 206052.