



A guide to your Online Service

Manage your savings and mortgage accounts
with our secure and easy to use Online Service

dudley
your Building Society

A woman with curly hair, wearing a red coat, is sitting on a beach and looking at a red smartphone. The background is a blurred beach scene with the ocean and sky.

Online + Dudley

Welcome to your Online Service

At Dudley Building Society, our members are at the heart of everything we do and we understand how busy your lives can be. Our brand new Online Service will allow you to easily manage your savings and mortgage accounts, whether you're on the go or relaxing in the comfort of your own home.

For over 160 years, we have been passionate about serving our members' financial needs and we have taken an important step forward in enhancing the service we offer, whilst also ensuring we provide an environmentally sustainable savings solution to our members.

Whether you are saving for a rainy day or planning for your future, we want to help you reach your financial goals.

Our new Online Service offers some exciting new features, such as personalised savings goals and a budget planning tool, all to help make saving a little easier for you.

With that in mind, this guide has been created to help you make the most of your online experience with us.

We hope you find it useful!

Your Dashboard explained

1 Accounts

This is the main dashboard. After signing in, this is the first page you will see. Here you can view your accounts with us, as well as some account details.

2 Move money

This tab allows you to move your money around. The following options will be available if applicable to your account/s:

- Withdraw to your Nominated Account
- Transfer to one of your other Online Dudley Building Society accounts*
- Give notice to withdraw if you have a notice account*
- Make a deposit into your account

3 Messages

From here, you can send us a secure message if you have any questions or issues. You will be able to:

- Send secure messages to our Customer Service Team
- View replies to secure messages you have sent us

4 Services

If you need to update the details we hold for you, please visit this tab. You will be able to:

- Change your nominated account details
- Change your security details
- Change your personal details
- Update your marketing preferences

8 Account details

Here you can view your available balance, product specific account details such as maturity and notice, and your transaction history.



1

2

3

4

5

6

7

Accounts

Move money

Messages

Services

Money tools

Apply

Help

Accounts

Your available balance is
£11,980.00
1.10% Annual variable interest

MAKE A DEPOSIT

ACCOUNT DETAILS



£20.00 left to save
2 months left

You're on track to reach your goal, keep going!

8



£1,990.00 left to save
1 years 11 months left

You're on track to reach your goal, keep going!

MAKE A DEPOSIT

ACCOUNT DETAILS

10

Quick transfer

From
Please select

To
Please select

£ Amount

Go

Add a savings goal
Plan your financial future

Help & FAQs
Need help with something?

Messages
A quick and easy way to get in touch

Our products

5 Money tools

Some handy tools to help you on your savings journey. You can:

- Set up or view your savings goals to help you plan your financial future
- Use our budget planner tool to help you manage your spending

6 Apply

From here, you will be able to browse and apply for our online products.

7 Help

This tab has lots of useful information if you need some help or have any questions. You can:

- View our comprehensive list of FAQs

9 Savings goal

You can set up a personalised savings goal here to help you reach your savings targets. After you have set up your goal we will display your progress here, so you can keep track of how much you have left to save.

10 Quick links

This section features a selection of quick links, to help you navigate to certain pages more easily.

Glossary

Nominated account

The external account that you have chosen to withdraw funds into.

Secure messages

A quick, secure way to send and receive messages from our Customer Services Team. You will receive an email alert when you receive a new message. You will need to sign in to view a new message – this is to ensure that your messages are secure.

*Please note that these features are available dependant on product rules and restrictions.

Helping you make the most of your membership

Updating your preferences

From time to time, we'd like to send you information on products and services we think you'll be interested in – to help you get the most out of your membership.

This could be a monthly e-newsletter updating you on what's happening with your Building Society, or information about a new savings account designed to help your money grow.

But it's entirely up to you whether you choose to hear from us and how. You can check or change your marketing preferences, and update how you'd like us to keep in touch, at any time.

Please rest assured that we'll never share your details with other companies for their marketing purposes.

We are committed to providing you with the support, opportunities and tools to better manage your money.

Four simple ways to update your marketing preferences

- >  Access our Online Service
 - >  Email us on **enquiries@dudleybuildingsociety.co.uk**
 - >  Call us on: **01384 231414**
 - >  Visit one of our branches. You can find the address for each of our branches at **dudleybuildingsociety.co.uk/branches**
-

Protecting you from fraud and scams

Fraud awareness

We are committed to educating our members about fraud and how to be scam aware. Learning more about the different types of fraud and scams could help you to avoid falling victim to them.

We take our responsibilities very seriously and we will never call, email, text you or ask you to do any of the following:

- Disclose passwords to your accounts
- Move your money into another account
- Demand immediate payment of mortgage arrears or other sums over the phone or on your doorstep
- Ask you to make any payments via email by providing you with a link through which to make payments

If you think you've been the victim of fraud or a scam:

Stop any transactions

If you have made any transactions contact your bank or building society as soon as you can, they may be able to stop or reverse any payments

Report it

You can make a report to the Police Action Fraud line by calling **0300 123 2040**.

More information can be found at **actionfraud.police.uk**.

If there is any activity you haven't authorised on your account, please contact the Society as soon as possible.



To login to our Online Service, we will need you to complete a **'Two-Factor Authentication'** or **'2FA'** each time you log in and at various other times when you are carrying out key activities.

Accessing your account



Signing in

To sign in to your account visit dudleybuildingsociety.co.uk and click 'sign in' on our homepage.

This will redirect you to the 'Online Service'. Sign in using your **username**, **password** and **memorable word**. You will then need to complete our **'Two Factor Authentication'** process with the mobile phone you used to register with us. Once you have successfully signed in, you will be navigated to the main dashboard where you will see your accounts listed.



Account Security

We take the security of your personal information very seriously. Our online sign in process is compliant with the **Strong Customer Authentication (SCA)** regulation, so we can ensure there's an extra layer of security to protect you and your account.

We ask for the additional authentication information to provide secondary verification which ensures that it is you accessing your accounts.

3 key pieces
of information
you will need
to sign in



"Something you know"

This is a piece of information that only you know, like your password.



"Something you have"

This is secure piece of information that is either sent to or generated on a device you own, such as a One-Time Passcode sent to your mobile phone.



"Memorable word"

For added peace of mind, we have also added an additional verification step, which requires you to enter some characters from a memorable word that you will have set up during the registration process.

Your frequently asked questions

Q. How do I contact customer services?

You can contact our Customer Services Team by sending us a secure message via Online Service, emailing enquiries@dudleybuildingsociety.co.uk or calling on **01384 231414**.

Q. What is secure messaging?

Our secure messaging feature allows us to discuss account specific information in a safe and secure manner.

We've introduced this communication as a quick, alternative way to manage your online account with us, instead of giving us a call or vice versa.

Q. What are your opening hours?

Please refer to the opening hours displayed on our main Dudley Building Society website.

Q. How do I close my account?

To close your account, please send us a secure message via our Online Service or call our Customer Service Team on **01384 231414**.

Q. What are Dudley Building Society's online bank details?

If you would like to make a payment into your online account, the Society bank details are:

Sort Code: 60-83-18
Account Number: 10001016

Please remember to always quote your roll reference number when making a transfer into your Dudley Building Society account. The 'roll reference number' is your savings account number.

Q. What are Dudley Building Society's passbook bank details?

If you would like to make a payment into your passbook account, the Society bank details are:

Sort Code: 60-83-18
Account Number: 10001008

Please remember to always quote your roll reference number when making a transfer into your Dudley Building Society account. The 'roll reference number' is your savings account number.

Q. What do I do if I forget my log in details?

No need to worry. If you have forgotten your username, select the 'Forgotten username' link on the Sign-in page and follow the instructions on the screen. If you have forgotten your password or memorable word, select the 'Forgotten password/memorable word' link and follow the instructions.

Q. Where do I find the Terms and Conditions of my account?

You can find the Savings Terms & Conditions and the details of our current products at dudleybuildingsociety.co.uk/savings. If your product is no longer on the Savings page, please refer to our **Closed Interest Rate Guide** and **Closed Issue Feature Guide** on the Savings page above for product information.

Q. Can I get a statement of my account?

We do not supply paper based account statements. You can print a copy of either your last 99 transactions or all transactions within the last 15 months whichever is the greatest.



Contact your Dudley

We encourage you to contact our Customer Service Team with any queries through the secure messaging feature, which can be found on the 'Messages' tab in the dashboard.

Alternatively, you can use the below contact details:

- >  Email us on **enquiries@dudleybuildingsociety.co.uk**
- >  Call us on **01384 231414**
- >  By post, please write to:
**Dudley Building Society,
7 Harbour Buildings,
The Waterfront,
Brierley Hill, DY5 1LN**
- >  **Principal Office opening hours**
Monday–Friday 9am–5pm
Saturdays 9am–12pm

If you believe your account security has been breached or you see any suspicious behaviour on your account please contact us immediately on **notifyus@dudleybuildingsociety.co.uk**


Smart Money People


Smart Money People


The Society collects feedback from our members via an independent review platform, Smart Money People. To leave your feedback please visit **smp.reviews/dudleyfeedback** to share your thoughts on your Society.

Life + Dudley

Follow us on social media
for the latest on what
we're up to.

 @DudleyBS

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