

Your guide to making deposits and requesting change orders from Post Office[®] branches

How do you use the Post Office®?

You can pay in at any of the 11,500 Post Offices® nationwide^.

Cash deposit limits of £10,000 per day do apply for transactions where a card is used.

If you will need to pay in more than £20,000 cash or coin in excess of 10 bulk coin bags on a regular weekly basis, you'll need to let us know so that we can register which Post Office® branch you'll want to use. Please call Business Account Support to arrange this.

Please be aware that some Post Office® branches will only accept £4,000 per transaction for security reasons. If you wish to use the exchange of notes for change service, then we would recommend you contact us so you can be set up with an appropriate Post Office® to guarantee your change being available.

How to deposit your cash

Your notes and coins

If you are paying in a sizeable amount of cash please assist the Post Office® cashier by bundling up the notes and coins using note sleeves, polythene cash bags and coin bags if appropriate. English and Scottish notes and clean and soiled notes should be separated.

For supplies of paying in stationery please contact Business Customer Services on **03457 213 213**. Please allow 14 days for delivery.

Paying in using your debit card

1. Advise the Post Office® cashier how much you are paying in.
2. Place your debit card in the Post Office® card terminal – no PIN is needed.
3. Once the Post Office® cashier has confirmed the deposit they will enter the credit amount into their terminal.
4. You will then be issued with a receipt for the deposit.
5. The deposit will be credited to your bank account within a few minutes.
6. Your deposit will show on your bank statement along with the following information: the last four digits of your debit card, the time of your deposit and the date of your deposit e.g. 1334 PO 12:34OCT21.

co-operative bank		bank giro credit				£50 £20 £10 £5 £2 £1 50p Silver Bronze	
Cashier's stamp and initials		MR & MRS SAMPLE		Paid in by _____ Date _____		TOTAL CASH	
SORTING CODE NUMBER		ACCOUNT NUMBER		TRAN/CODE		Cheques, etc + (Please detail overleaf)	
00-00-00		12345678		00		£	
Number of Cheques							
Printed on FSC Paper - SGS - COC - C003009							

1. Complete a credit slip ensuring you keep a full record of the cheques you are paying in (this means the cheque number, sort code, account number, name and amount for each cheque). Please put your sort code and account number on the reverse of the cheques too.
2. Put the credit slip and your cheques in the cheque deposit envelope then seal the envelope.
3. Present this to the Post Office® cashier.
4. You will then be issued with a receipt for the envelope (but not the contents).
5. The Post Office® will send the unopened envelope to The Co-operative Bank the same day for processing. It usually takes 2 business days for the envelope to be received at our processing centre, then your account should be credited the following business day, if the cheque/s are paid. If your deposit is made after the Post Office processing cut off time, it may take an additional business day to be processed.

For further supplies of paying in stationery or cheque deposit envelopes please contact Business Customer Services on **03457 213 213**^{*}. Please allow up to 14 days for delivery.

Exchange of notes for coins (change orders)

The **co-operative** bank

Date _____



www.co-operativebank.com 9508

POST OFFICE
CHANGE
GIVING

£2 / £1	
50p	
20p	
10p	
5p	
2p	
1p	
TOTAL	

Please do not write or mark below this line and do not fold this document

1. Change orders should be telephoned through at least 24 hours prior (or where the use of such service will be on a Monday by 12pm on the preceding Friday) to the relevant Post Office Outlet of any intended use of the Change Giving Standard Service containing a breakdown detailing the value and denominated breakdown of the change required. If less notice is given Post Office will endeavour to meet the request at the relevant Post Office Outlet but may not be able to do so.
2. Present your completed change giving slip and your notes to the Post Office® cashier.
3. Once you have received your change, the Post Office® cashier will scan the barcode on your change giving slip which contains your account information.
4. You will then be issued with a receipt for the transaction and your change giving slip handed back to you as the relevant transaction information has been collected.

Change fulfilment

Change can only be ordered in line with the following:

- £5 Minimum of £100 and further multiples of £100
- £2 / £1 Minimum of £20 and further multiples of £20
- 50p / 20p Minimum of £10 and further multiples of £10
- 10p / 5p Minimum of £10 and further multiples of £10
- 2p / 1p Minimum of £1 and further multiples of £1

How will your bank account be charged for your transactions through the Post Office®?

Your account will be charged in accordance with your product tariff and calculated on the day that deposits were credited to your account, or the next business day after your exchange of notes for coins transaction took place. Some account tariffs will charge for every transaction you make, so you may find it cheaper to make fewer deposits for a total amount instead of multiple smaller deposits.

Your monthly invoice will then show all your account activity and charges (if applicable).

^This does not include the Channel Islands or the Isle of Man. Please be advised that some Post Office® branches can only accept cash deposits of up to £4,000 per day.

If your deposit is made after 7pm please allow an extra business day for your account to be credited.

Need help?

Contact a Customer Service Adviser on

03457 213 213*

Lines open 8am to 6pm Monday to Friday
and 9am to 12pm Saturday.

Please call 03457 213 213* if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No: 121885). Registered office: 1 Balloon Street, Manchester, M4 4BE. Registered in England and Wales (Company No: 990937).

*Lines open 8am to 6pm Monday to Friday and 9am to 12pm Saturday. Calls to 03 numbers from a UK landline cost up to 16p per minute and from a mobile cost between 3p and 65p if outside any inclusive minutes. Charges for calls made outside of the UK will be determined by your network provider. Calls may be monitored or recorded for security and training purposes.

Information correct as at 07/2025.