

Quick Reference Guide

Service / Options available	Co-operative Bank branch	Co-operative Bank ATM or other	Post Office	Via post	Co-operative Bank Mobile App	Co-operative Bank Online Banking	By phone to The Co-operative Bank
Withdraw Cash	✓	✓	✓ ¹	✗	✗	✗	✗
Deposit Cash	✓	✓	✓ ²	✗	✗	✗	✗
Pay in cheques	✓	✗	✓ ³	✓	✗	✗	✗
Balance enquiry / check latest transactions	✓	✓ ⁴	✓ ⁴	✗	✓	✓	✓
Apply for new account	✓	✗	✗	✗	✓ ⁵	✓	✓ ⁸
Provide Proof of Identity / Address	✓	✗	✗	✓	✗	✓ ⁶	✗
Report Fraudulent activity	✓	✗	✗	✓	✗	✓ ⁷	✓
Request Financial support	✓	✗	✗	✓	✗	✗	✓
Register a bereavement	✓	✗	✗	✓	✗	✓ ⁶	✓
Register a Power of Attorney, Court of Protection Deputy Order or Guardianship Order	✓	✗	✗	✓	✗	✗	✗
Request a CHAPS or foreign payment	✓	✗	✗	✓	✗	✓ ⁹	✓

- 1 Limits apply. Debit card needed
 2 Limits apply. Debit card needed
 3 Paying in slip & envelope needed
 4 Balance only
 5 Personal a/cs only NOT Business

- 6 Via website
 7 Personal customers only via secure message
 8 Appointment hosted by Branch colleagues
 9 Personal customers only via SMEG