

Unlock your Mobile Banking App in ten easy steps.

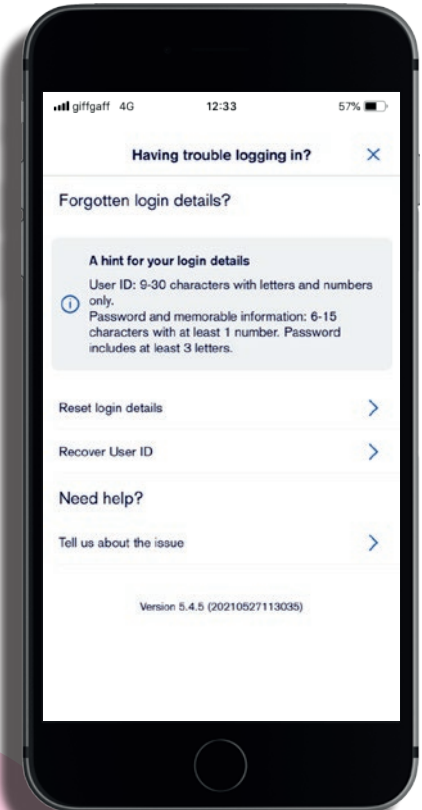
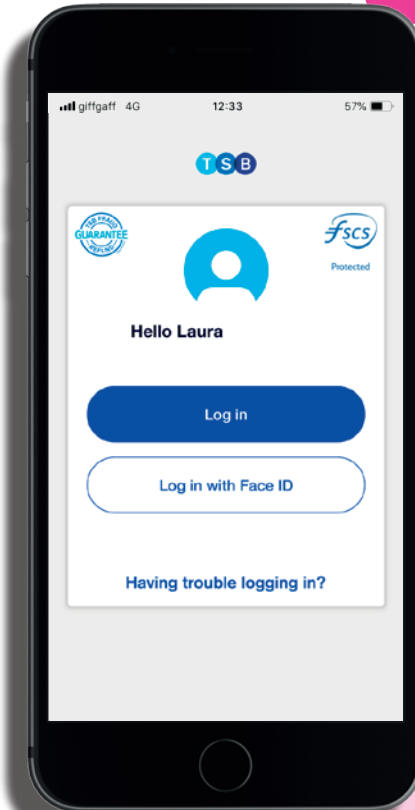


Step 1

Click 'Having trouble logging in?'

Step 2

Select 'Reset login details'.



**Forgotten your User ID?
No problem.**

**Please see the 'Recovering your
User ID' section on page seven.**

Step 3

Input your User ID and date of birth. Please take care to enter your details correctly, avoiding common mistakes like using 'Steve' instead of 'Steven' or an incorrect date of birth – which could result in being locked out again. If your first name or surname are double-barrelled – two names joined by a hyphen – please ensure you include both names.

Step 4

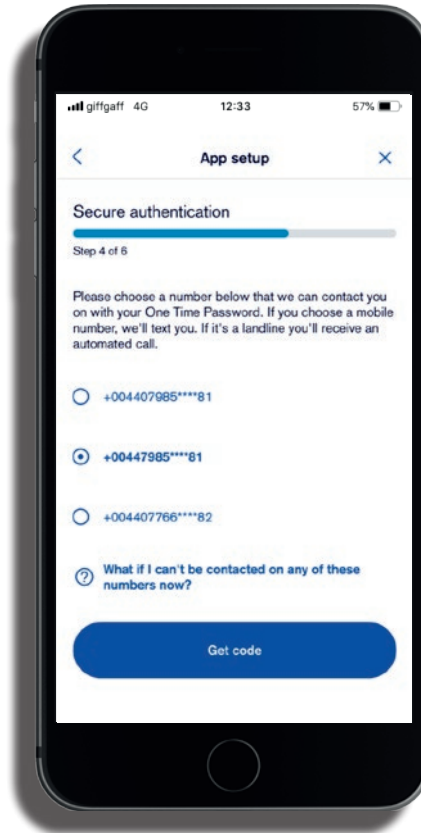
Answer 2 'secret information' questions.

The smartphone screen displays the 'Reset login details' app interface. At the top, the status bar shows 'giffgaff 4G', '12:33', and '57%' battery. The app title 'Reset login details' is centered with a close button (X) on the right. Below the title is a progress indicator for 'About you' (Step 1 of 6). A grey informational box contains a question mark icon and text: 'For security you will need to choose a new password at the same time as you choose your new memorable information. Please start by giving us your details so we can confirm it's you making this request.' Below this are two input fields: 'User ID' with a question mark icon and 'Date of birth'. A 'Next' button is at the bottom.

The smartphone screen displays the 'Reset login details' app interface. At the top, the status bar shows 'giffgaff 4G', '12:33', and '57%' battery. The app title 'Reset login details' is centered with a close button (X) on the right. Below the title is a progress indicator for 'Your secret information' (Step 2 of 6). Text below the indicator reads: 'To make sure it's you trying to reset your login details, we need to verify a few details for your security'. Below this is 'Question 1 of 2' with a radio button and the text '3 - 35 Characters'. A text input field for 'Favourite food' has a toggle icon on the right. Below the field is a link: 'I can't remember my secret information'. A 'Next' button is at the bottom.

Step 5

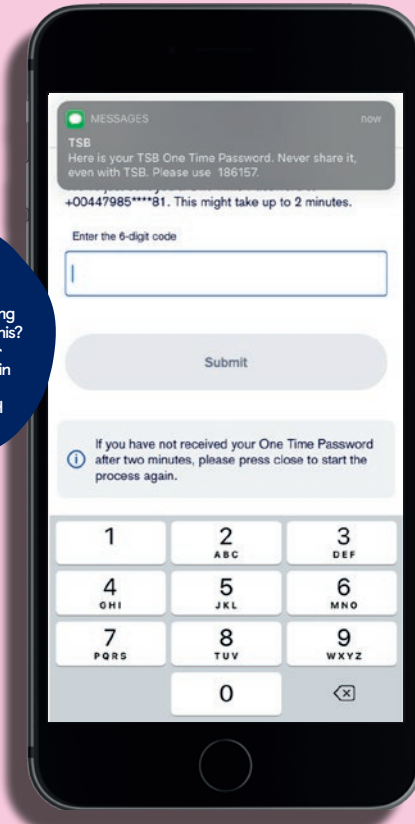
Select your mobile telephone number and check that it's correct. We'll need to send you a text with your One-Time Password to make sure it's really you.



Step 6

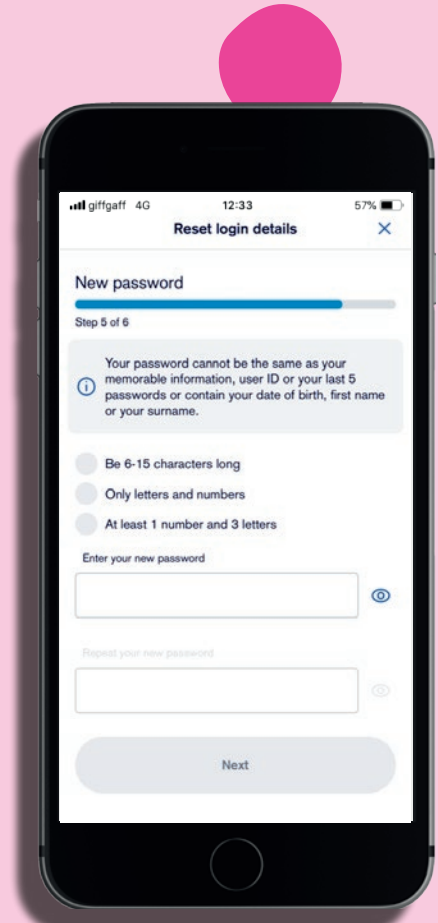
Once you've received your One-Time Password, enter the 6-digit code on the 'Secure authentication' app screen.

Hello, TSB here. Use your One-Time Password (OTP) 216523 to reset your internet banking login details. Didn't request this? Please call us on the number on the back of your card or in our mobile app. **DO NOT SHARE THIS OTP WITH ANYONE.**



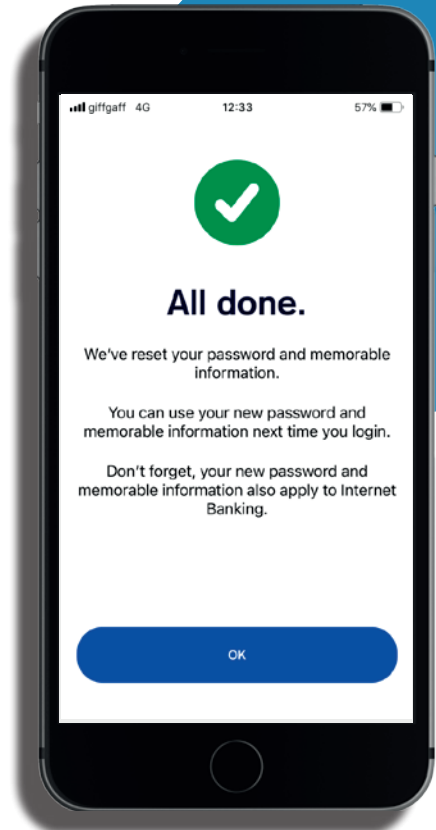
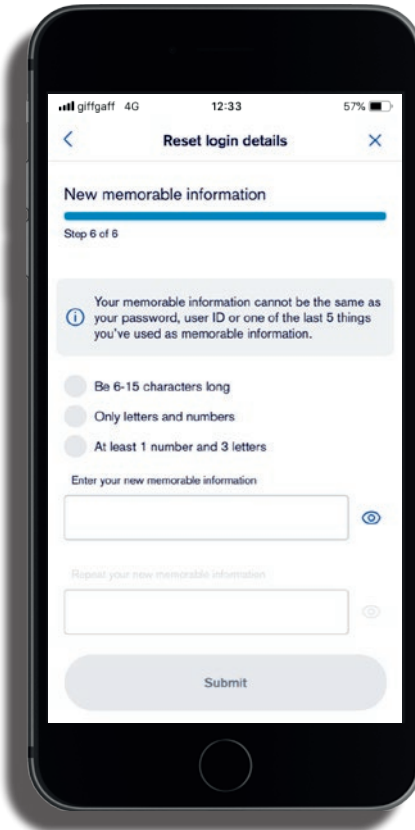
Step 7

Now please enter your new password.



Step 8

That's it. You can now use your new details to log into the app.



And now that you've reset your access, you can also use these details for your Internet Banking too.

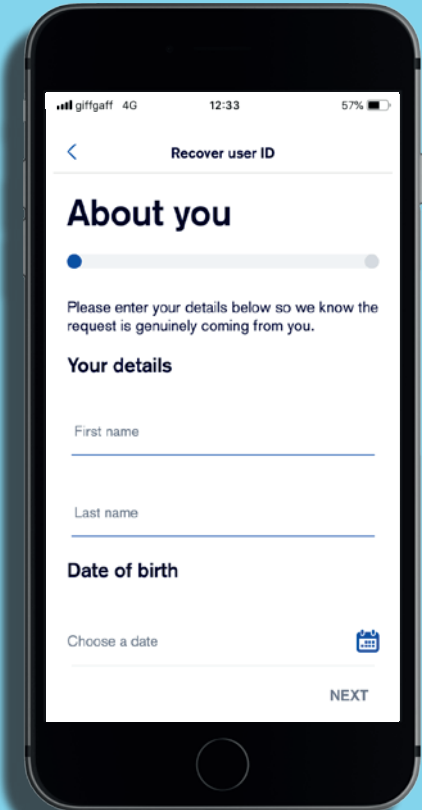
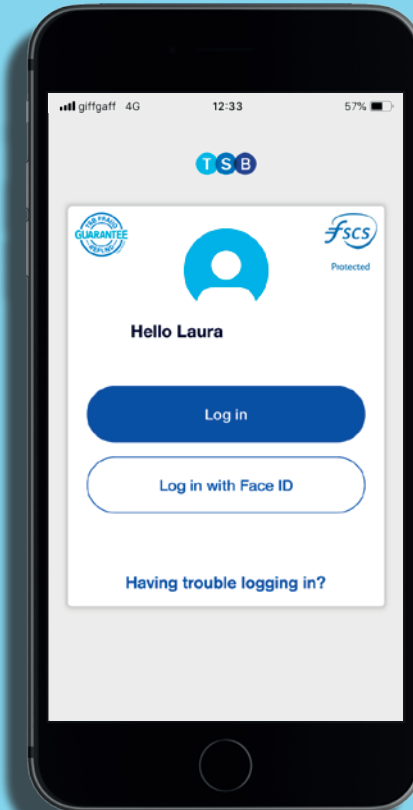
Recovering your User ID

Step 1

Click on 'Having trouble logging in?'

Step 2

Enter your first name, last name and date of birth and press 'next'. Please take care to enter your details correctly, avoiding common mistakes like using 'Steve' instead of 'Steven' or an incorrect date of birth – which could result in being locked out again. If your first name or surname are double-barrelled – two names joined by a hyphen – please ensure you include both names.

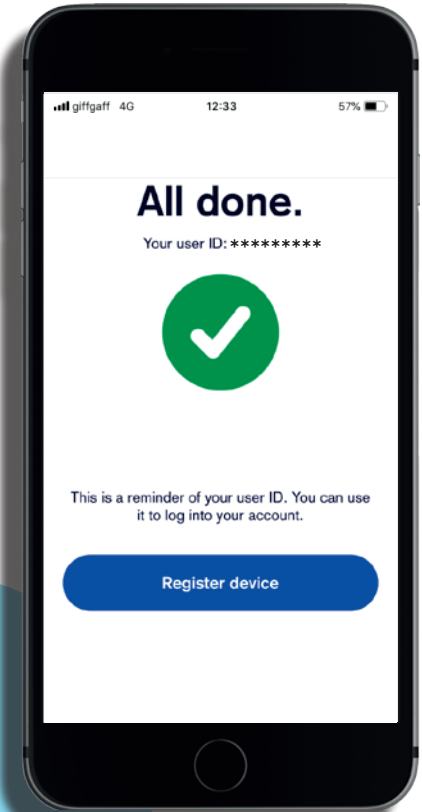
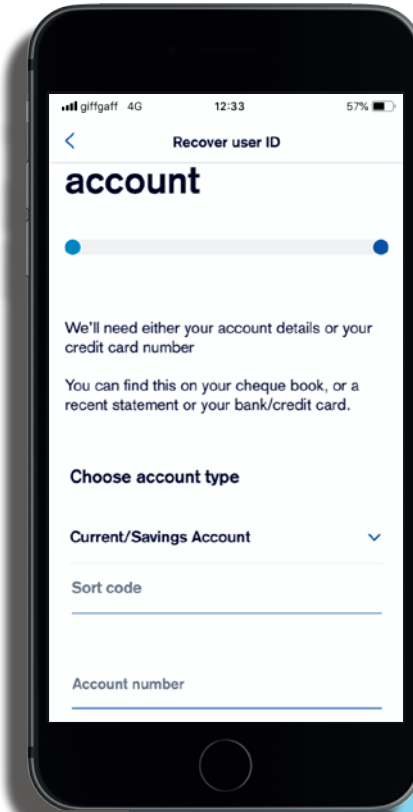


Step 3

Select an account from the drop-down menu, then enter your sort code and account number and press 'submit'.

That's it.

Now you can go back to page two and complete the steps to reset your login details.



Other ways we can help.

For everything from current accounts and loans, to mortgages and savings, we're here to help.

Go to **tsb.co.uk** or visit your local branch.

If you'd like this in another format such as large print, Braille or audio please ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week)

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 835 7982** (lines open from 7am to 11pm, 7 days a week).

Important information

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 203 284 1575**.

The opening hours of our Telephone Banking advisor services are 8am to 8pm Monday to Sundays to speak to a Partner. Our lost and stolen card and fraud reporting lines are open 24/7. Not all Telephone Banking services are available 24 hours 7 days a week. Calls may be monitored or recorded.

Apple, the Apple logo and Apple Pay are trademarks of Apple Inc. registered in the US and other countries. Google Pay is a trademark of Google LLC. Android, Google Pay, and the Google Logo are trademarks of Google LLC.

TSB Bank plc. Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 191240.

TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.