

# Community Pop-up: HELENSBURGH



## Location

HELENSBURGH COMMUNITY HUB  
116 EAST PRINCESS STREET  
HELENSBURGH  
G84 7DQ



## Day(s) and time(s)

- From 25th November for up to 12-weeks
- MONDAY
- 10.00 - 14.00



## More information

Call: **03457 888 444**  
(Relay UK **18001 03457 888 444**)

## How we can help you

Here's what we can help you with at our community pop up site:

- Digital and Mobile banking registrations and resets
- help and support around how to make the most of our digital and mobile banking services
- fraud and scam awareness top tips
- information on how to do day-to-day banking at your local Post Office®
- information about our products and services.

If you're already registered for our Digital Banking services, via your mobile device, we can help you:

- view statements
- transfer money between your accounts
- view, create or amend standing orders
- view or cancel Direct Debits
- pay bills via Faster Payment (limits apply)
- make payments within the UK to new or existing beneficiaries (limits apply)
- make an international payment (limits apply)
- deposit a cheque (limits apply)
- report lost, stolen or damaged cards
- close an account
- find an ATM or branch
- cost of living support
- understand your individual needs via Banking My Way.

## What should you bring when visiting?

If you're already registered for Digital or Mobile Banking, please bring a device with you and ensure you know your passcode, customer number, PIN and password, as well as a mobile device (ie a smartphone, iPad or laptop).

If you're not registered for Digital Banking, would like to register, need to reset your password(s), or would like help and support without registering for our Digital services, please bring one of the following **original documents** when you visit.

Please always bring your Debit Card (if you have one) and one of the following:

- valid full passport
- full UK driving licence
- UK provisional driving licence
- military ID card
- EU/ EEA national ID card
- EU/ EEA driving licence
- biometric residence permit.

App available to customers ages 11+ using compatible iOS and Android devices and a UK or international mobile number in specific countries. Digital Banking available to customers aged 11+ with a Royal Bank of Scotland account.

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