

Transactions



Hinckley & Rugby
Building Society

Withdrawals

You can request Faster Payment withdrawals Online from your Savings account to your nominated bank account (if you have a verified nominated bank account set up) subject to your account terms and conditions (please refer to the website for further information).

Step 1

Once logged into your H&R Online account, you will need to click on **‘View Account’** on the relevant account.

H&R Building Society

Account Overview

Your Savings Accounts

30 Month Fixed Rate ISA (8)	Pending Balance £15,318.44
Tracker 60 Day Notice	Pending Balance £5,802.54

SEND A MESSAGE

Step 2

Then click on **‘Payments’**.

H&R Building Society

Savings Accounts Summary

30 Month Fixed Rate ISA (8) Interest rate: 4.2 %

Available Balance £15,318.44 Pending Balance £15,318.44

PAYMENTS MANAGE ACCOUNT

Year 2025

Date	Transaction	Amount	Balance
05/04/2025	Interest	£318.44	£15,318.44

Items per page: 5 1 of 1

SEND A MESSAGE

Step 3

Click on **‘Withdraw Money’**.

H&R Building Society

Payments

Would you like to add funds or make a withdrawal from your account?

☐ Add Funds

☒ Withdraw Money

CONTINUE

Withdrawals

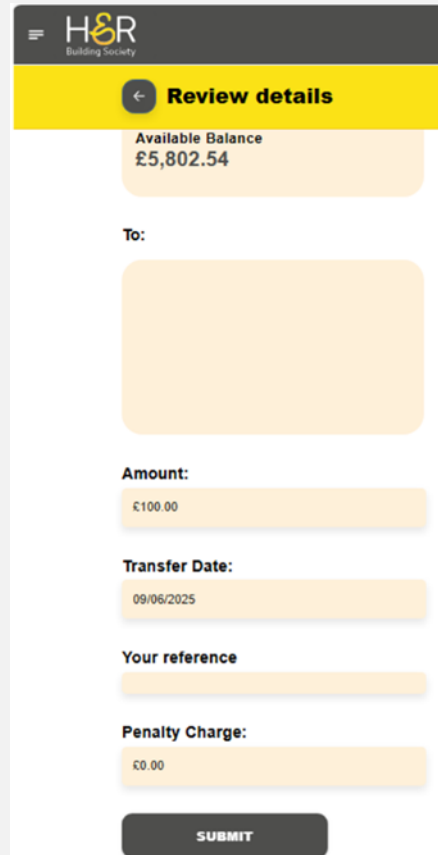
You can then choose where you would like to send your funds to. You can send funds either as an internal transfer to another account held at HRBS (please see following section for further details) or to your nominated bank account.

You will need to input the amount you wish to withdraw; when you wish to make the withdrawal and any applicable reference before clicking 'Continue'.

Please note: Customers with notice accounts will need to choose a future date beyond your required notice period, the system will not allow you to choose a date any sooner. No immediate withdrawals are permitted for these accounts.

If you have already placed your notice and this has now become due, please click the option to immediately withdraw.

You will be shown a summary of your requested withdrawal including any penalty charges (if applicable). You will need to click 'Submit' for the payment to be completed.



The screenshot shows the 'Review details' screen in the HRBS mobile app. At the top is the HRBS logo. Below it is a yellow bar with a back arrow and the text 'Review details'. The screen displays the following information: 'Available Balance £5,802.54', a 'To:' field with a large empty box for selection, 'Amount: £100.00', 'Transfer Date: 09/06/2025', 'Your reference' with an empty box, and 'Penalty Charge: £0.00'. At the bottom is a dark grey 'SUBMIT' button.

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Internal Transfers

You can request a transfer between your savings accounts held with us Online subject to your account terms and conditions.

Offset customers cannot make a transfer from their Offset Savings account to their Mortgage account. You must contact us if you wish to do so.

ISA customers cannot make transfers between ISAs held with HRBS and must contact us if you wish to do so.

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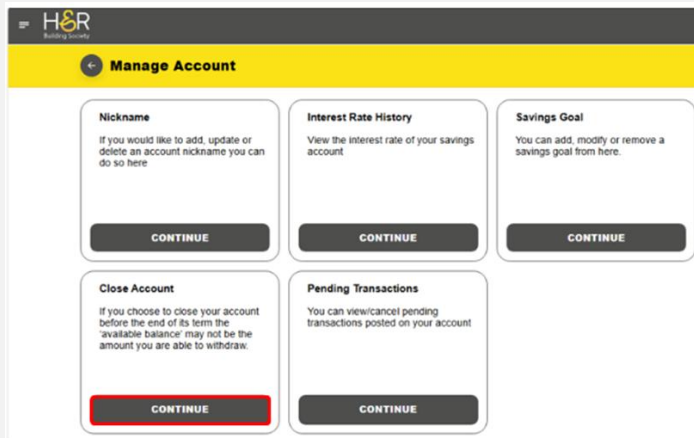
Close Account

Currently only customers with Easy Access account types are able to close their accounts Online (excluding Premium Savers). For any other customers who wish to close their account, you will need to follow the usual process in branch or via post.

Step 1

To close your account, you will need to click on the account you wish to close and click **“Manage Account”**. Then need to click **“Continue”** under the **“Close Account”** option.

Please note: If this option does not appear, it is likely that you are not able to close that account Online. Please contact us should you wish to do so for further information.



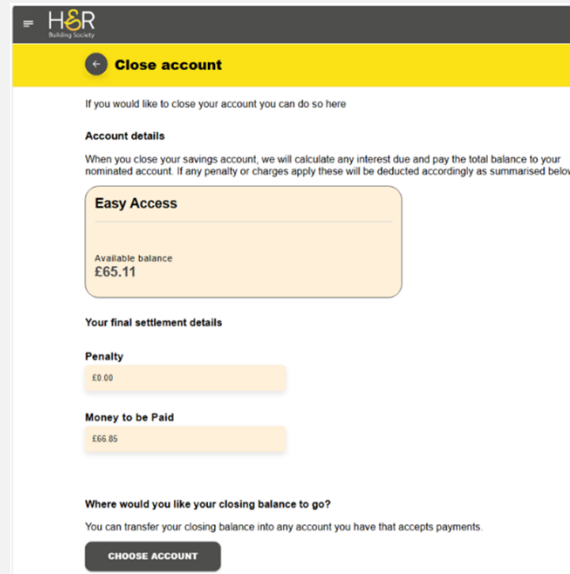
The screenshot shows the 'Manage Account' screen with the following options and buttons:

- Nickname**: If you would like to add, update or delete an account nickname you can do so here. **CONTINUE**
- Interest Rate History**: View the interest rate of your savings account. **CONTINUE**
- Savings Goal**: You can add, modify or remove a savings goal from here. **CONTINUE**
- Close Account**: If you choose to close your account before the end of its term the 'available balance' may not be the amount you are able to withdraw. **CONTINUE** (highlighted with a red border)
- Pending Transactions**: You can view/cancel pending transactions posted on your account. **CONTINUE**

Step 2

You will be shown the account being closed with any penalties incurred (if applicable) and the final balance which will be paid to you.

You will need to choose where you wish for the closing balance (including interest) to be sent to.



The screenshot shows the 'Close account' screen with the following details:

- Close account**: If you would like to close your account you can do so here.
- Account details**: When you close your savings account, we will calculate any interest due and pay the total balance to your nominated account. If any penalty or charges apply these will be deducted accordingly as summarised below.
 - Easy Access**: Available balance £65.11
- Your final settlement details**:
 - Penalty**: £0.00
 - Money to be Paid**: £65.05
- Where would you like your closing balance to go?**: You can transfer your closing balance into any account you have that accepts payments. **CHOOSE ACCOUNT**

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Close Account

Step 3

You are able to add a reference if you wish to and you must choose a reason for the account closure before clicking **‘Continue’**.

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←

Close account

Penalty

£0.00

Money to be Paid

£66.85

Where would you like your closing balance to go?

You can transfer your closing balance into any account you have that accepts payments.

CHANGE

The reference you enter here will also appear on your statement.

Your reference

Shopping

Optional

Reason for closing

Account No Longer Required

Transfers to your nominated account made Monday to Friday (excluding bank holidays) will be sent on the same day. Otherwise, they will be sent the next working day

CONTINUE

Step 4

You must then tick to confirm that you understand that you are closing your account before clicking **‘Submit’**.
You should then be shown the success message.

The account will no longer be visible on H&ROnline. You will receive a letter in the post confirming the closure and requesting your passbook for cancellation (if applicable).

☐ By closing your account, you agree that the amount shown will be paid into the account specified. This action is permanent.

SUBMIT

CANCEL

✓

SUCCESS

You have successfully closed your account.

DONE

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Joint Accounts

Where you have mandated that either of you are able to transact, either of you will be able to process a transfer request as per the above “**Withdrawal**” section subject to account terms and conditions.

If you have a joint account, you both must be registered on H&ROnline if you wish to transact online where your account has been set up as both signatures required. Refer to the ‘Two to Sign Functionality’ section on the next page.

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Two-to-Sign Functionality

If you have a joint account where both account holders are required to transact, both account holders must be registered for H&ROnline to utilise the online service for withdrawals subject to account terms and conditions.

The nominated bank account for joint accounts can be held in both names or one named account holder.

Either account holder can make a withdrawal request, however the request must be confirmed by the other account holder before the transaction can be processed.

Unfortunately, this functionality is not available to notice account holders.

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