

# Access to bank accounts

## Toolkit for staff and volunteers

### Why having a bank account is important

Having a bank account is important for a number of reasons:

- Paying bills by direct debit can cost less, even if bills are normally paid on time;
- Some cheque cashing agencies can charge as much as 9% of a cheque's value, as well as an additional fee for the transaction; and,
- Many employers will only pay wages directly into a bank account.

However, bank accounts may not be suitable for everyone. Charges can be applied if payments are missed, or there is not enough money in an account to cover a payment due.

### The different types of bank accounts available

#### Basic bank accounts

Basic bank accounts are the simplest type of accounts available. They are aimed at people who may not be able to access mainstream current accounts, or people who do not want an overdraft facility.

A basic bank account usually allows people to:

- Have their wages or salary, benefits, pensions and tax credits paid directly into their account;
- Pay bills by standing order or direct debit; and,
- Check online statements online.

Basic bank accounts generally don't offer overdraft facilities or cheque books, and only some banks will offer debit cards with this type of account. Most high street banks offer some form of basic bank account. Overleaf are further details of these accounts.

**Please remember, information about the different products listed is not an endorsement of any particular bank, or a recommendation about the suitability of products for someone's specific needs.**

Bank	Name of account	Facilities	Contact details
Bank of Scotland	Basic Account	Visa debit card Direct debits Standing orders Internet banking Telephone banking Mobile alerts	<p>Bank of Scotland's Basic Account may be available if you don't meet the conditions for other current accounts.</p> <p>For more information visit:  <a href="https://www.bankofscotland.co.uk/bankaccounts/compare-current-accounts/basic-account/">https://www.bankofscotland.co.uk/bankaccounts/compare-current-accounts/basic-account/</a></p>
Barclays Bank	Basic Current Account	Cash card Direct debits Standing orders Mobile banking Text alerts	<p>Barclays Bank Basic Account is available for people who don't qualify for Barclays' other current accounts, or for people who don't have a current UK bank account.</p> <p>Applications must be made in person. Two forms of identification are needed.</p> <p>To find out where the nearest branch is visit: <a href="https://www.barclays.co.uk/branch-finder/">https://www.barclays.co.uk/branch-finder/</a></p> <p>For more information call 0345 6004545. Lines are open 8am to 6pm Monday – Friday, 9am to 5pm Saturday or visit: <a href="https://www.barclays.co.uk/current-accounts/basic-account/">https://www.barclays.co.uk/current-accounts/basic-account/</a></p>
The Cooperative Bank	Cashminder Account	Available as a joint account Direct debits Standing orders Regular statements Online banking Telephone banking	<p>The Cooperative Bank's Cashminder Account is available to people who are in financial difficulty and who do not hold a Cooperative Bank or Smile current account.</p> <p>An application pack can be downloaded at: <a href="https://www.co-operativebank.co.uk/currentaccounts/cashminder">https://www.co-operativebank.co.uk/currentaccounts/cashminder</a> or by phoning 03457 212212. Lines are open 6am to 10pm 7 days per week.</p> <p>For more information visit: <a href="http://www.co-operativebank.co.uk/currentaccounts/cashminder">www.co-operativebank.co.uk/currentaccounts/cashminder</a></p>
Halifax Bank	Basic Account	Visa electron debit card Direct debits Standing orders	<p>A Halifax Basic Account may be available for people who do not meet the conditions for their other current accounts.</p> <p>For more information or to apply online visit:</p>

			<a href="http://www.halifax.co.uk/bankaccounts/basic-bank-account/">www.halifax.co.uk/bankaccounts/basic-bank-account/</a>
HSBC Bank	Basic Bank Account	<p>           Visa debit card            Direct debits            Standing orders            Internet banking            Mobile banking            Telephone banking         </p>	<p>For more information or to apply online visit: <a href="http://www.hsbc.co.uk/1/2/current-accounts/basic-bank-account">www.hsbc.co.uk/1/2/current-accounts/basic-bank-account</a></p> <p>An application pack can be requested by phone 0800 028 0126. Lines are open 8am to 10pm every day except Christmas Day, Boxing Day and New Year's Day.</p> <p>Applications can also be made in person. To find the nearest branch visit: <a href="http://www.hsbc.co.uk/1/2/current-accounts/basic-bank-account/open-bank-account">www.hsbc.co.uk/1/2/current-accounts/basic-bank-account/open-bank-account</a></p>
Nationwide Bank	Flex Basic Account	<p>           Direct debits            Standing orders            Branch banking            Internet banking            Mobile banking            Telephone banking         </p>	<p>For more information visit: <a href="http://www.nationwide.co.uk/products/current-accounts/cash-card/features-and-benefits">www.nationwide.co.uk/products/current-accounts/cash-card/features-and-benefits</a></p> <p>Applications can be made online: <a href="http://www.nationwide.co.uk/products/current-accounts/cash-card/apply#tab:Howtoapply">www.nationwide.co.uk/products/current-accounts/cash-card/apply#tab:Howtoapply</a></p> <p>Please note it is not possible to apply for a Flex Basic Account directly. An application should be made for a current account and a decision will be made.</p>
NatWest Bank	Basic Account	<p>           Visa debit card            Direct debits            Standing orders            Monthly statements         </p>	<p>For more information or to apply online visit: <a href="http://www.natwest.com/personal/current-accounts/g1/basic-account.ashx#tabs=section1">www.natwest.com/personal/current-accounts/g1/basic-account.ashx#tabs=section1</a></p> <p>Applications can be made online: <a href="http://personal.natwest.com/personal/current-accounts/compare-current-accounts/basic-account.html">http://personal.natwest.com/personal/current-accounts/compare-current-accounts/basic-account.html</a></p>
Santander Bank	Basic Current Account	<p>           Cash card            Direct debits            Standing orders            Online banking            Mobile banking            Telephone banking         </p>	<p>The Santander Basic Current Account has been designed to help people manage their money. A top up debit card is linked to</p> <p>For more information or to download an application form visit: <a href="http://www.santander.co.uk/csqs/Satellite?applD=abbey.internet.Abbeycom&amp;canal=CABBEYCOM&amp;cid=1210607872368&amp;empr=Abbeycom&amp;leng=en_GB&amp;pagename=Abbeycom%2FPage%2FWC_ACOM_TemplateA1">www.santander.co.uk/csqs/Satellite?applD=abbey.internet.Abbeycom&amp;canal=CABBEYCOM&amp;cid=1210607872368&amp;empr=Abbeycom&amp;leng=en_GB&amp;pagename=Abbeycom%2FPage%2FWC_ACOM_TemplateA1</a></p>

			<p>Applications can also be made by phone 0800 068 6069. Lines are open Monday to Friday 8am to 9pm, Saturday 8am to 4pm.</p> <p>Or in person. To find your nearest branch visit:  <a href="http://www.santander.co.uk/cs/gs/Satellite?pagename=BuscadorOficinas/Page/BOF_FrontEnd&amp;empr=UKSantander&amp;leng=en_GB">www.santander.co.uk/cs/gs/Satellite?pagename=BuscadorOficinas/Page/BOF_FrontEnd&amp;empr=UKSantander&amp;leng=en_GB</a></p>
Yorkshire Bank	Ready Cash Account	Debit card Direct debits Standing orders	<p>More information about this account is available at  <a href="https://www.hsbc.co.uk/current-accounts/products/basic-bank-account/">https://www.hsbc.co.uk/current-accounts/products/basic-bank-account/</a></p> <p>To apply for an account phone 0845 602 6198. Lines are open 7 days a week 8am to 8pm.</p> <p>Applications can also be made in person. To find the nearest branch visit:  <a href="http://www.ybonline.co.uk/personal/branch-locator/">www.ybonline.co.uk/personal/branch-locator/</a></p>

## Current accounts

Generally, current bank accounts offer more facilities than basic bank accounts. This could include things such as cheque books or overdrafts. Some banks may charge customers for these facilities.

### 'Jam jar' accounts

'Jam jar' accounts are a fairly new product. The main feature of this type of account is that money can be divided into a number of different 'jars', for example one 'jar' could be used for paying bills, another could be used to pay for groceries and so on.

The advantages of a 'jam jar' account are that some of the worries linked to managing money are taken away and money set aside to pay bills can't be spent accidentally.

The main drawback of this type of account is they can be very expensive; as much as £10 per month. Currently, only Think Money offers this service. For more information visit:  
<https://www.thinkmoney.co.uk/current-account/>

## Identification needed to open a bank account

To open a bank account identification is needed to verify an individual's identity and their current UK address. The type of identification accepted may differ between banks, however examples could include:

<b>Identify verification</b>	<b>Current UK address verification</b>
Current passport	Utility bills (mobile phone bills are excluded)
Current driving licence (provisional licences are not accepted)	Current TV Licence
Armed forces identification card	Current household insurance policy document
Current student university identification card	Current tenancy agreement or rent book from a social landlord
Current Child Tax Credit letter, or other official letter from HM Revenues and Customs	Current benefit entitlement letter – this must differ from documents used to verify an individual's identity
Notice of coding	An official letter from a sheltered housing provider confirming residency
Current benefit entitlement letter, for example Housing Benefit	A letter from a local authority to confirm that an individual is on the electoral role

## Further information

Debt and money advice:

<https://www.newcastle.gov.uk/services/welfare-benefits/welfare-rights-and-money-advice/debt-and-money-advice>

Financial inclusion information for professionals and volunteers:

<https://www.newcastle.gov.uk/services/welfare-benefits/welfare-rights-and-money-advice/information-professionals-and-volunteers>

For queries relating to the support available to promote financial inclusion, contact the Active Inclusion Newcastle Unit at Newcastle City Council:

Email: [financial.inclusion@newcastle.gov.uk](mailto:financial.inclusion@newcastle.gov.uk)

Phone: 0191 277 1707

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