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The **co-operative** bank

The Co-operative Bank Community Directplus

Ethos / Approach to banking

We provide award winning banking to the not-for-profit sector. To outline our ethical commitments, in 1992 we took a pioneering step and introduced a customer-led Ethical Policy. We were the first bank in the UK to do so, and are still the only UK high street bank to have one of its kind. For nine consecutive years we've been voted 'Best Charity Banking Provider' by Business Moneyfacts. You can read our full Ethical Policy [here](#).

What is the name of your account(s) and who is eligible?

Community Directplus

- 18 or over
- UK resident with a UK addressed organisation
- Annual account limits of:
 - Credit Turnover of less than £1m
 - Deposit less than £100,000 in cash
 - Deposit less than 5,000 cheques "

Which types of Charitable Entities are you able to offer accounts to?

- Registered Charity
- Co-operative or Community benefit society
- Credit Union (FCA regulated status required)
- Community interest company (Registered at Companies House)

What branch-based services do you offer:

- Cash in
- Cash out
- Payments
- Cheque Deposits

If branch-based services differ on a regional basis, do you have a postcode search function that clients can use?

Yes. [Click here.](#)

**Do you offer any services through the Post Office or Banking Hubs?
Please specify.**

Yes. You can use Post Offices for basic services, like making deposits; balance enquiries; and withdrawing cash.

What online services do you offer:

Online and Mobile Banking

Offer 1-to-sign and many-to-sign options.

Capabilities to manage your accounts and export statement, make payments to new or existing payees, manage your recurring payments and submit international payment

How do you add someone to the mandate? Having the right individuals on the mandate is critical for a charity to bank effectively.

An online form, emailed or sent via post back to the bank.

Our Business contact centre can support customers queries when it comes to change of signatories

How do you add someone to online banking?

Via our call centre. Online banking will be set up as part of your onboarding for the primary user. If the new user isn't already on the organisations account then a change of signatory will need to be completed beforehand.

Do your Current accounts offer credit interest or is a separate Deposit account required?

No. A separate deposit account is required for interest bearing accounts. We offer a range of Instant Access and Notice accounts

Debit cards allowed on the account?

Yes.

Minimum opening deposit amount required?

£0.

Free banking and any requirements? (turnover)

Yes. Free banking is offered through our Community Directplus product. To be eligible you must meet the product eligibility:

Annual account limits of:

- Credit Turnover of less than £1m
- Deposit less than £100,000 in cash
- Deposit less than 5,000 cheques

If your organisation is outside of these limits then we might be able to offer another Business current product to meet your needs.

Fee Information Document (link to) / Tariff

Please see our Community Directplus Tariff sheet for information on charges. [Click here.](#)

Do you offer international payments? Do you have any advice for charitable entities making overseas payments?

Yes. Please note that some countries and areas may be deemed high risk and there may be restrictions in place. Payments not using £ sterling will incur additional charges, further information on this can be found on our website

Additional services available

Yes. A range of support tools are available to help you manage and grow your organisation:

- Request to pay App
- Sustainability platform
- A taking card payment services
- Business Insurance services
- Business Concierge service

- Eligibility to the customer donation fund

Dual authorisation for payments

Yes.

Dedicated phone line

No. Dedicated Business Banking contact centre

Please click [here](#) to view The Co-operative Bank Community Directplus profile on their website.

Information correct as at July 2024

Best for

- Dual Authorisation
- Free banking
- Post Office / Banking Hub services

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