

@PBS – WHAT TO DO IF YOU HAVE FORGOTTEN OR LOST YOUR SECURITY DETAILS

If you have forgotten or lost your User ID number or activation code, you need to contact the Society directly to request these details are sent to you again. You can contact the Society on 01768 863675, during normal office hours, or email enquiries@penrithbs.co.uk

If you have forgotten or lost your password or memorable information login details, you can easily reset these on @PBS. The process is straightforward, yet safe and secure.

To reset your login details, you will need the following information:

- User ID number
- One of your registered Penrith Building Society account numbers

To ensure the most secure details, passwords for @PBS must include:

- A minimum of 8 characters
- A minimum of 1 number
- A minimum of 1 special character
- A mixture of upper and lower-case letters

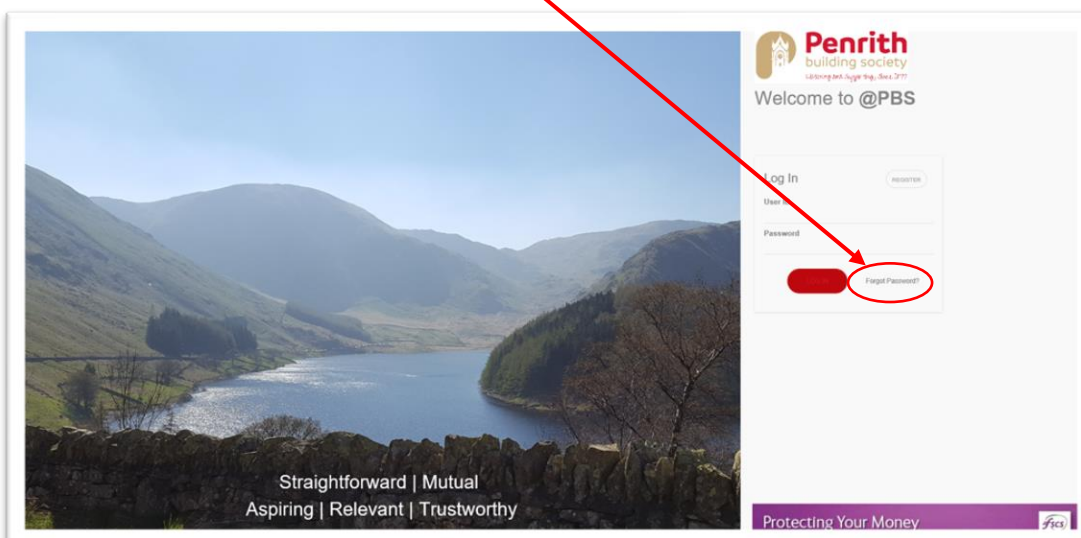
Memorable information should include:

- Between 8 and 15 characters
- A mixture of letters and numbers

It is important that you keep your User ID number, password and memorable information secure and do not disclose these to anyone, including Society staff, at any time. For security reasons never write down or electronically record your log in credentials. *The Society will never contact you to ask for your security information relating to your @PBS registration.*

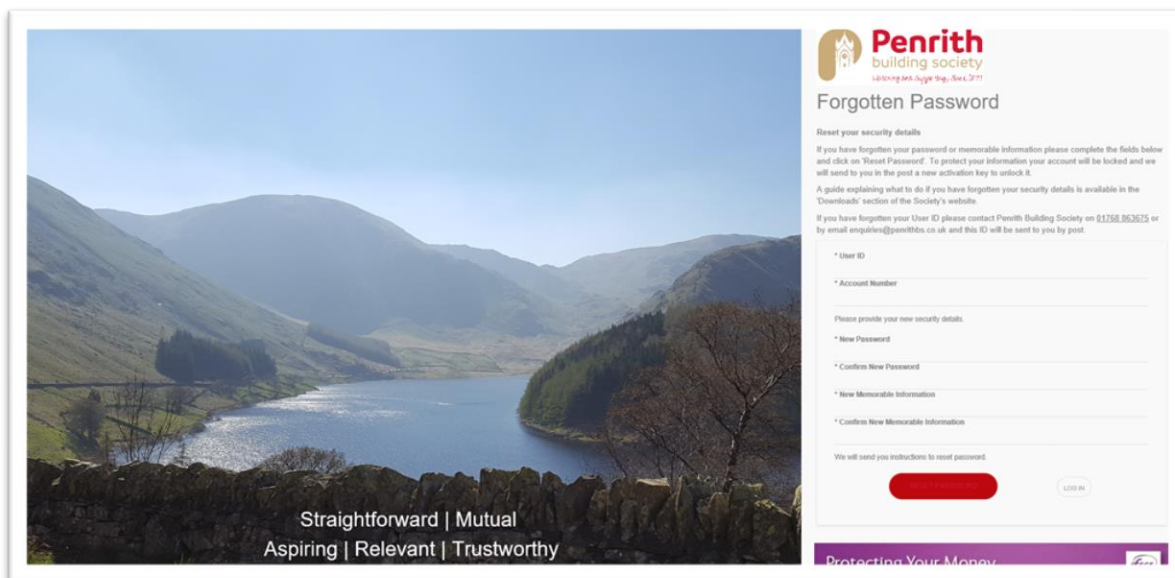
Steps for resetting your login details

From the @PBS homepage, click the 'Forgot Password?' text



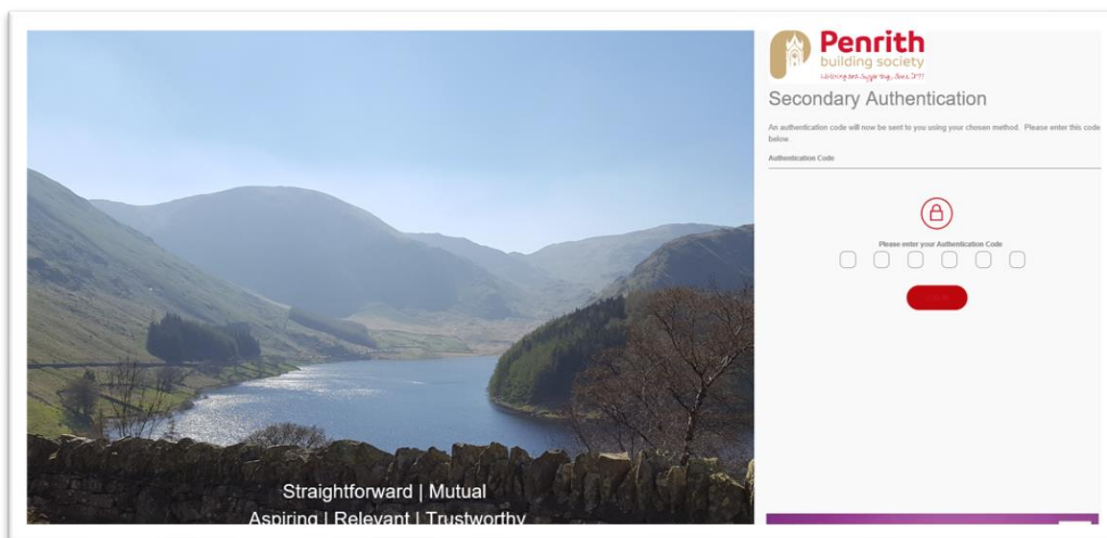
For additional security, you must reset both your password and memorable information together even if you have only forgotten one or the other.

To reset your details, you will need to submit your User ID number, a registered account number, new password and new memorable information.

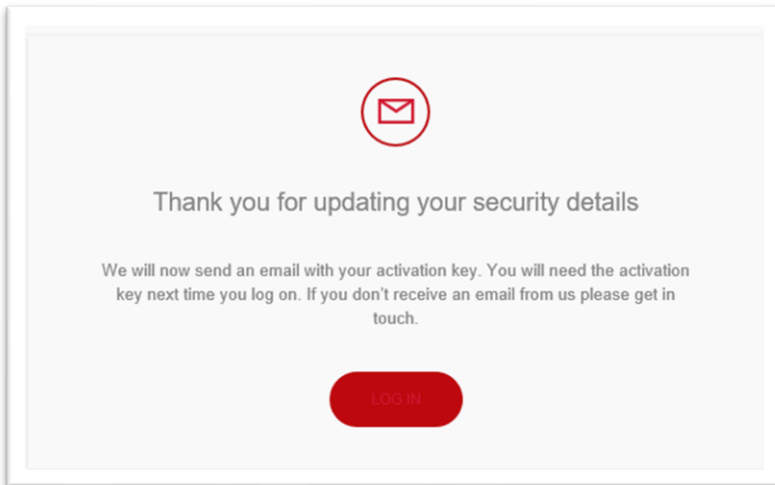


When you have entered your new login details and clicked 'Reset Password', for added security the Society will now send an authentication code to a phone number linked to your @PBS registration. If no telephone numbers are linked to your @PBS registration you will be asked to provide this information to the Society so your registration can be updated. Once your registration has been updated, you will then be able to go through the 'Reset Password' process.

The authentication code sent to you should be entered into the Secondary Authentication screen as shown below.

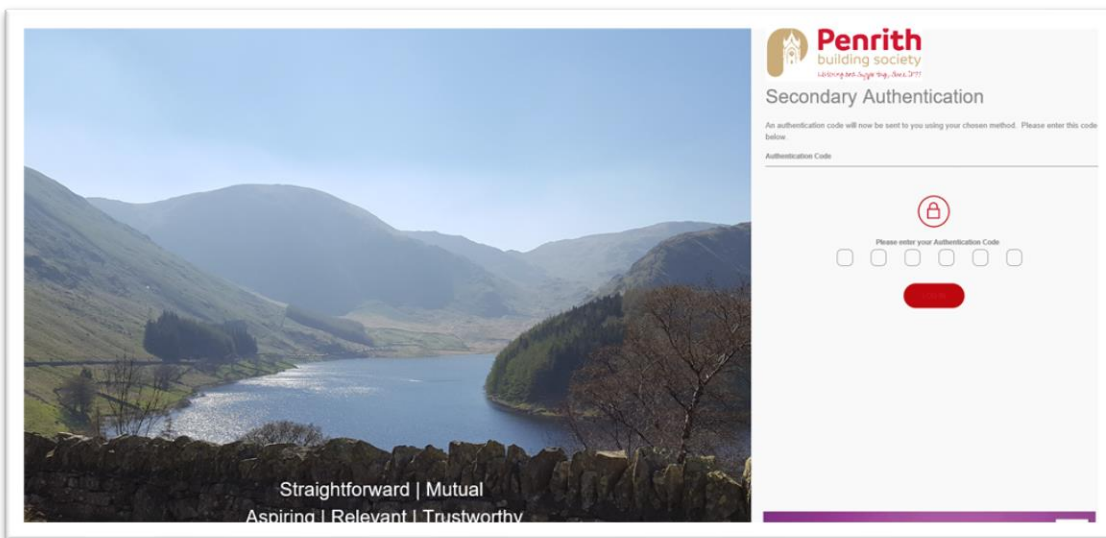


A message will then appear on screen to confirm your security details have been updated.



Your registration will then be locked, and a new activation key will be sent to you by email. Once the email has been received, you can log in using your updated details. You will be asked to enter the activation key the first time you login with your updated details, after which you will no longer need the key. *(This information is case sensitive, so please enter it exactly as it is shown.)*

When you have entered your new login details and clicked 'Login', for added security the Society will now send an authentication code to a phone number linked to your @PBS registration. This number should be entered into the Secondary Authentication screen as shown below.



You will now have access to @PBS

Forgotten or Lost Login Details – Quick Reference Guide

- Step 1** Visit the Society's website and click on the '@PBS / Secure Login' button
- Step 2** On the Welcome screen click 'Forgot Password'
- Step 3** Enter the following details:
- User ID number
 - PBS account number
 - New password
 - New memorable information
- Step 4** Click 'Reset Password'
- Step 5** An authentication code will be sent to your chosen contact number and this should be entered into the Secondary Authentication window.
- Step 6** Your registration will then be locked, and a new activation key will be sent to you by email. Once the email has been received, you can log in using your updated details. You will be asked to enter the activation key the first time you login with your updated details, after which you will no longer need the key. *(This information is case sensitive, so please enter it exactly as it is shown.)*
- Step 7** An authentication code will be sent to your chosen contact number and this should be entered into the Secondary Authentication window.

Forgotten or Lost Details – FAQs

What should I do if I have lost my User ID number?

Please contact the Society by telephone on 01768 863675 or email enquiries@penrithbs.co.uk

What should I do if I have lost my activation code?

Please contact the Society by telephone on 01768 863675 or email enquiries@penrithbs.co.uk

What should I do if I have forgotten my password and/or memorable information?

You can reset your password and memorable information by clicking the 'Forgot Password?' button on the @PBS homepage and entering the required details. You will need your User ID number and one of your registered Penrith Building Society account numbers to reset your login details.

I have reset my password online but have not received the email with an activation code, what should I do?

We send the activation code to the email address you have registered to your @PBS account. Please check any junk or spam folders and allow one working day to receive the email. If you still haven't received an email containing the activation code, please contact the Society by telephone on 01768 863675 or email enquiries@penrithbs.co.uk