

How long does it take to process a complaint?

Complaints are usually resolved within 5–10 business days, depending on complexity.

How do I reset my online banking password?

Visit the login page, click “Forgot Password,” and follow instructions. A temporary code will be sent to your registered email.

What should I do if a direct debit is taken twice?

Contact customer support immediately. Any duplicate charges will be reviewed and refunded.

How do I redeem premium bonds?

Log in to your account, go to “Premium Bonds,” select “Redeem,” and follow instructions.

What is the interest rate on my savings account?

Rates vary by account type. Check your online account summary or the “Rates & Charges” section.

How can I check my ISA maturity date?

Go to your online account summary under “ISA Details.” Maturity dates are displayed there.

How do I update my contact information?

Navigate to “Profile Settings” in your online banking and update your address, phone number, or email.

What should I do if I forget my security question answer?

Contact customer support for identity verification. They will help reset your security information.

How do I set up a standing order?

Go to “Payments & Transfers,” select “Standing Order,” enter recipient details, amount, and frequency, then confirm.

Can I cancel a direct debit?

Yes. Contact your bank or use online banking to cancel before the next scheduled payment.

How do I report a lost or stolen debit/credit card?

Call customer support immediately or block your card through the online banking app.

What are the fees for overdrafts?

Overdraft fees are £10 per day. Fees vary by account type and overdraft limit.

How do I transfer funds internationally?

Use “International Transfers” in online banking. Provide recipient details, SWIFT/BIC code, and currency.

Why hasn’t my salary been credited yet?

Salary processing usually takes 1–2 business days. If delayed beyond this, contact payroll or support.

How do I check my account balance using the mobile app?

Log in to the app. The dashboard displays your account balances, recent transactions, and pending payments.

How do I open a new savings account?

Online: Go to “Open Account,” select account type, fill details, and deposit initial funds.

Branch: Visit your nearest branch with identification.

How do I close my account?

Submit an online request under “Account Settings” or visit a branch. Ensure all pending transactions are cleared.

How do I dispute a transaction?

Navigate to “Transactions,” select the disputed item, and click “Report Issue.” Follow the instructions to submit your claim.

What is the process for applying for a loan?

Apply online or in-branch. Provide proof of income, ID, and other required documents. Approval usually takes 5–7 business days.

How is my personal information protected?

GlobalBank follows GDPR and FCA regulations. All data is encrypted and stored securely.