

Supporting the needs of all our customers

If you have a current account with us, these tables show the key ways of supporting you when you need us.

How we can help you if you are experiencing money worries		
<ul style="list-style-type: none">Dealing with the unexpected	<ul style="list-style-type: none">Our trained advisors are here to help, working with you to develop a plan for sorting out your finances.	<ul style="list-style-type: none">Visit our Financial management pages for more information
<ul style="list-style-type: none">Additional help and support	<ul style="list-style-type: none">We are partnered with Stepchange Debt Charity who can provide free, tailored support with a variety of providers.Help is available, and there are plenty of people you can talk to. Details of independent charities are available on the financial management page of our website.	<ul style="list-style-type: none">Visit our Financial management pages for detailsVisit our Financial management pages for more information

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How we can help you deal with a major life event		
Contacting us	<ul style="list-style-type: none"> You can contact us in a way that suits you, including via the My Messages facility in Internet Banking, by phone or by visiting us in branch. 	<ul style="list-style-type: none"> Visit our Customer information page to find out more
Specialist support	<ul style="list-style-type: none"> We have trained specialists to support you when you are dealing with the death of a loved one. We provide links to other useful organisations for information and guidance on bereavement. 	<ul style="list-style-type: none"> Visit our Bereavement support page for more information Visit our Who else to inform page for more information
Bereavement	<ul style="list-style-type: none"> Our bereavement support site provides a step by step guide on the decisions you need to take and the help that is available to you. If someone close to you passes away, you are able to notify us in a way that suits you, by phone, internet or by visiting us in branch. 	<ul style="list-style-type: none"> Visit our Bereavement support page for more information
Other life events	<ul style="list-style-type: none"> We offer help and support for other major life events, for instance dealing with separation, support with setting up Power of Attorney and more. Please get in touch to tell us about a change in circumstance. 	<ul style="list-style-type: none"> Visit our Contact us page for all the ways you can get in touch

How we can help you manage your day-to-day money better		
Helping you understand your money	<ul style="list-style-type: none"> We have trained specialists here to help you understand your money. If you give us your mobile number, we send you overdraft text alerts, when you reach certain limits of your arranged overdraft (you can opt out of these alerts at any time). 	<ul style="list-style-type: none"> Visit our Financial management pages for more information
Helping you develop your financial skills	<ul style="list-style-type: none"> Our Financial management pages offer a wide array of further help and support. 	<ul style="list-style-type: none"> Visit our Financial management pages for more information

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Support you may find useful if you have a disability or a physical or mental health condition		
Accessing cash	<ul style="list-style-type: none"> We have talking ATMs, ATM withdrawal limits, large M&S Passes and touch ID options to help ensure that you maintain access to your money. 	<ul style="list-style-type: none"> Visit our Accessibility pages for more information
Using your account	<ul style="list-style-type: none"> We have a variety of options, including chip & signature cards, to make using your account easier. We also have help and guidance for customers living with dementia, to help them manage their finances. 	<ul style="list-style-type: none"> Visit our Accessibility pages for more information Visit our Managing Money with Dementia guide for more information
Accessing information	<ul style="list-style-type: none"> We offer documents in Braille, large-print and audio, as well as reader-compatible internet banking screens, so you can continue managing your account in a way that works for you. You can nominate a trusted family member or close friend to help support your financial decisions and manage your account where a Power of Attorney or Third party mandate is in place. 	<ul style="list-style-type: none"> Visit our Accessibility pages for more information Visit our Power of Attorney pages for more information
Allowing someone else to help you use your account	<ul style="list-style-type: none"> You can nominate a trusted family member or close friend to help support your financial decisions and manage your account where a Power of Attorney or Third party mandate is in place. You can contact us in a way that suits you, including through internet banking, by phone or by visiting us in branch. 	<ul style="list-style-type: none"> Visit our Power of Attorney pages for more information Visit our Contact us page for all the ways you can get in touch
Ways to interact with us	<ul style="list-style-type: none"> You can contact us in a way that suits you, including through internet banking, by phone or by visiting us in branch We offer British Sign Language (BSL) interpretation from your home, connecting you to a qualified interpreter. We can also arrange for an interpreter to attend your branch appointment free of charge. Alternatively, our text phone service allows you to speak to a customer advisor without the need for a third party translator 	<ul style="list-style-type: none"> Visit our Contact us page for more information Visit our Accessibility pages for more information Visit our Accessibility pages for more information