

## How to pay someone new in Online Banking

Barclays Online Banking is a secure way to access your accounts 24 hours a day.

With Online Banking, you can

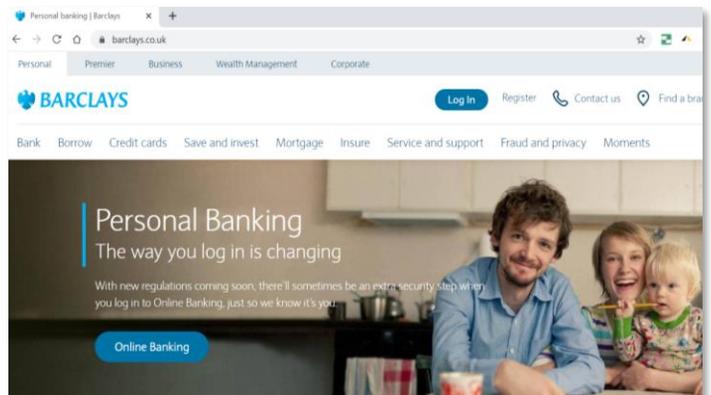
- Check balances, transfer money and pay bills
- View and download statements
- Manage Direct Debits and standing orders
- View your debit card PIN
- Report a lost or stolen card

Here's how to manage your money by paying someone new using an online payment.

### Step 1

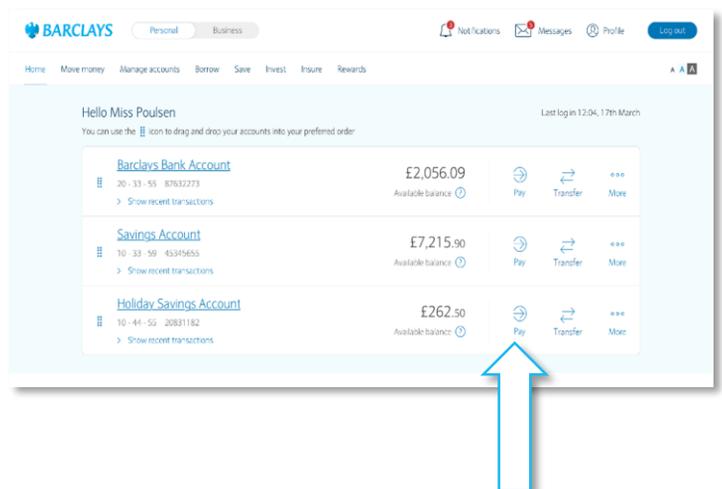
Open [barclays.co.uk](https://barclays.co.uk) in your web browser, click 'Log in' at the top of the page and then log into Online Banking using PINsentry.

To protect your account, you won't be able to set up a new payee if you log in using your passcode and memorable word because this isn't as secure as using PINsentry.



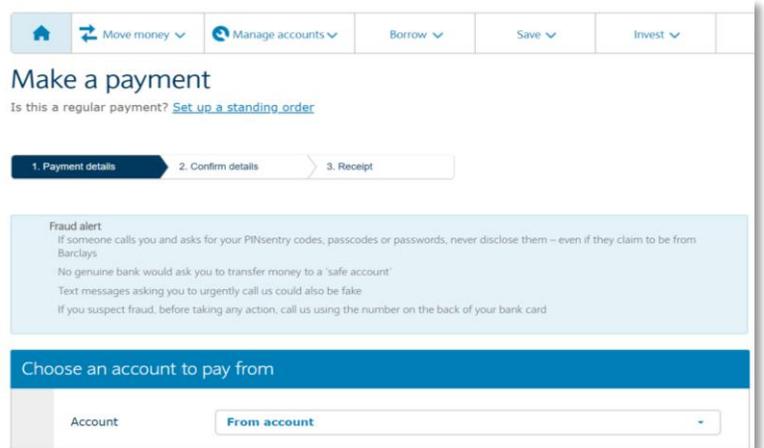
### Step 2

Once you've logged in, click the 'Pay' icon next to the balance of any account you have a card for. You'll choose the account you want to make the payment from in the next step.



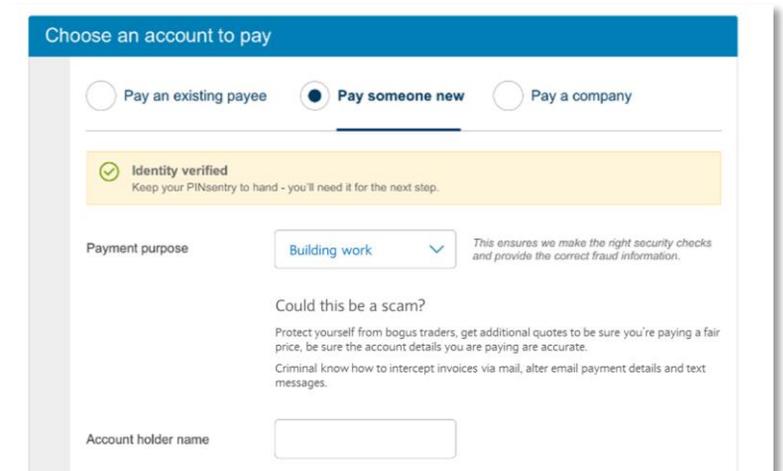
### Step 3

When the 'Make a payment' page opens, select the account you want to pay from.



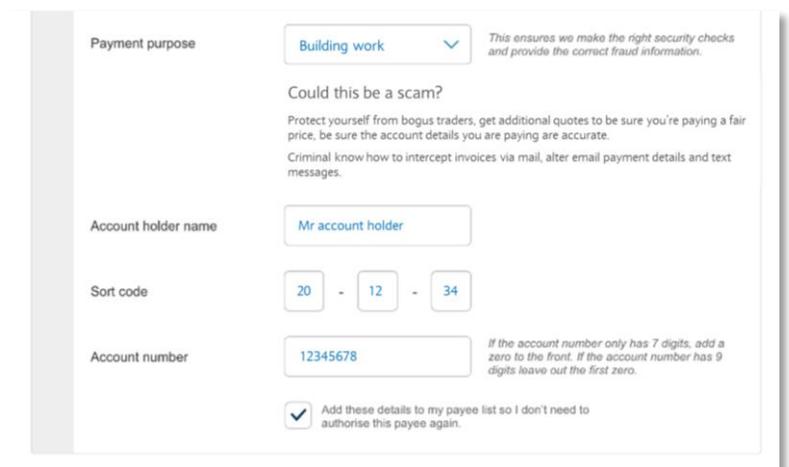
### Step 4

Make sure the 'Pay someone new' option is selected, then select the reason for the payment from the 'Payment purpose' drop-down menu. This is an extra security check to protect your account.



### Step 5

Type in the name and accounts details of the person you want to pay. If you think you'll need to make more than one payment, tick the box to add this person to your payee list – then you won't need to enter them again.

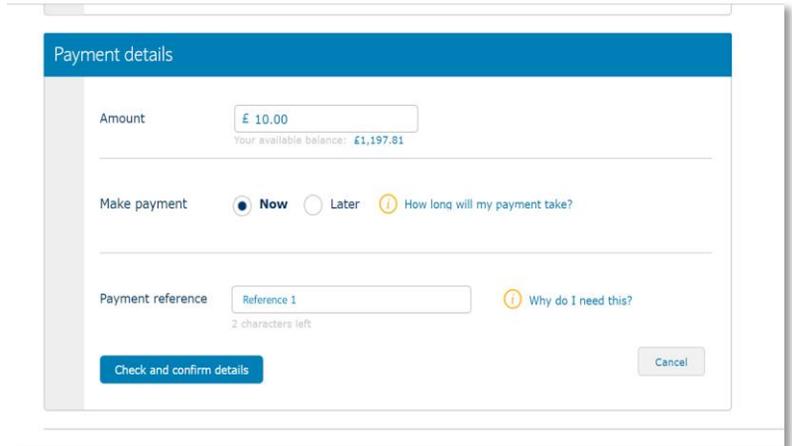


## Step 6

Enter the amount you want to pay and choose whether you want to make this payment now or on a later date.

If you like, you can also type in a reference to tell the person you're paying what the payment is for. This could be an invoice number or something like 'birthday money'.

When you're ready to continue, click 'Check and confirm details'.



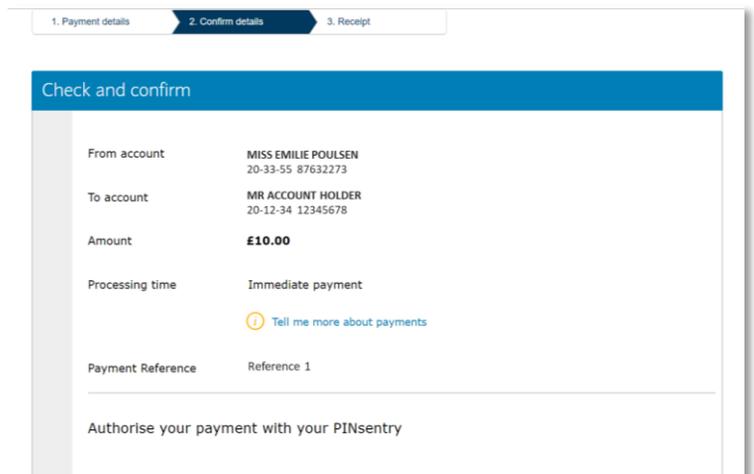
The screenshot shows the 'Payment details' screen. At the top, there's a blue header with the text 'Payment details'. Below it, there's a form with the following fields:

- Amount:** A text input field containing '£ 10.00'. Below it, in smaller text, it says 'Your available balance: £1,197.81'.
- Make payment:** Two radio buttons: 'Now' (selected) and 'Later'. To the right, there's a question mark icon and the text 'How long will my payment take?'.
- Payment reference:** A text input field containing 'Reference 1'. Below it, it says '2 characters left'. To the right, there's a question mark icon and the text 'Why do I need this?'.

At the bottom of the form, there are two buttons: a blue 'Check and confirm details' button and a grey 'Cancel' button.

## Step 7

Check the payment details are correct – if they're not, you can go back and change them. If they're correct, you'll now need to use your PINsentry card reader as an extra security check for the payment. Follow the on-screen instructions for how to do this.



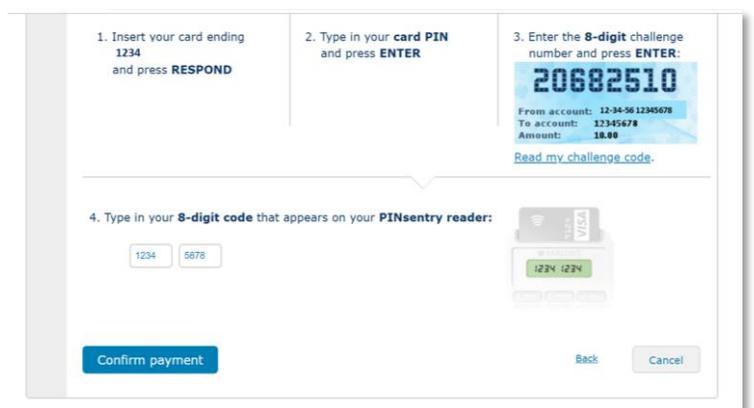
The screenshot shows the 'Check and confirm' screen. At the top, there's a blue header with the text 'Check and confirm'. Below it, there's a progress bar with three steps: '1. Payment details', '2. Confirm details' (highlighted), and '3. Receipt'. The main content area shows the following details:

- From account:** MISS EMILIE POULSEN, 20-33-55 87632273
- To account:** MR ACCOUNT HOLDER, 20-12-34 12345678
- Amount:** £10.00
- Processing time:** Immediate payment. Below it, there's a question mark icon and the text 'Tell me more about payments'.
- Payment Reference:** Reference 1

At the bottom, there's a blue button that says 'Authorise your payment with your PINsentry'.

## Step 8

When you've typed in the PINsentry code, click 'Confirm payment' to finish.



The screenshot shows the PINsentry confirmation screen. It has a white background with a blue header. The screen is divided into three main sections:

- 1. Insert your card ending 1234 and press RESPOND**
- 2. Type in your card PIN and press ENTER**
- 3. Enter the 8-digit challenge number and press ENTER:** A large blue box displays the challenge number '20682510'. Below it, in smaller text, it says 'From account: 12-34-56 12345678', 'To account: 12345678', and 'Amount: 10.00'. There's a link 'Read my challenge code'.

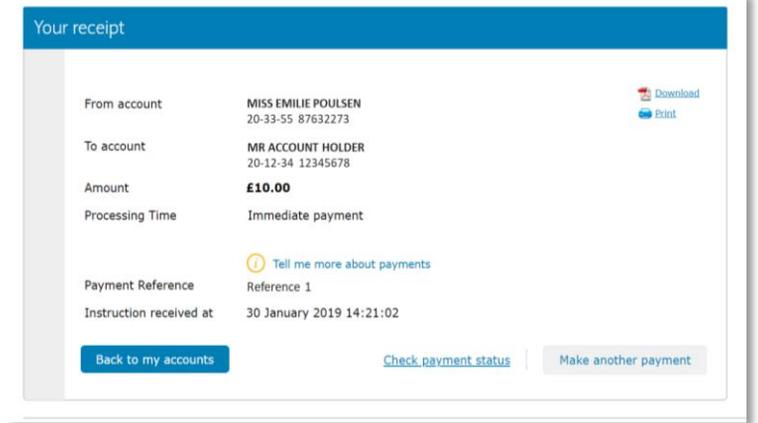
Below these sections, there's a fourth instruction:

- 4. Type in your 8-digit code that appears on your PINsentry reader:** A PINsentry card reader is shown with the code '1234 5678' on its display. Below it, there are two input fields: the first contains '1234' and the second contains '5678'.

At the bottom, there are three buttons: a blue 'Confirm payment' button, a grey 'Back' button, and a grey 'Cancel' button.

## Step 9

You'll get an on-screen receipt for the payment that you can download or print, if you want a copy for your records.



The screenshot shows a 'Your receipt' page with the following details:

From account	MISS EMILIE POULSEN 20-33-55 87632273	<a href="#">Download</a> <a href="#">Print</a>
To account	MR ACCOUNT HOLDER 20-12-34 12345678	
Amount	<b>£10.00</b>	
Processing Time	Immediate payment	
Payment Reference	<a href="#">Tell me more about payments</a> Reference 1	
Instruction received at	30 January 2019 14:21:02	

At the bottom, there are three buttons: 'Back to my accounts', 'Check payment status', and 'Make another payment'.

### Call monitoring and charges information

\* Calls may be monitored or recorded for quality and training purposes. Calls to 0800 numbers are free if made from a UK landline or personal mobile. Calls to 03 numbers are charged at the same rate as calls to 01 and 02 landlines, and will count towards any inclusive minutes you have covering calls to landline numbers. Charges may apply when calling from abroad.

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