

Co-operative Financial Services



The CO-OPERATIVE BANK

News Release

CO-OPERATIVE BANK OFFERS PHONE TOP UPS AT CASH MACHINES

The Co-operative Bank today (9 June 2003) became the first UK bank to offer mobile phone top ups at its cash machines via LINK.

Co-operative Bank customers, who subscribe to the four main phone operators Orange, O₂, T Mobile and Vodafone, can now use the Bank's 1,200 automated teller machines (ATMs) to re-load their mobiles at no extra cost.

The pioneering service has been developed by LINK, the shared ATM network, in conjunction with the phone operators. Co-operative Bank customers using their ATM card can follow the step-by-step guide on the screen and top up their phones in seconds without the need to buy vouchers.

Sheila Macdonald, Executive Director and Chief Operating Officer at the Bank, said: "This is a convenient service which we think will prove popular with mobile users because it does away with pre-paid vouchers. Now our customers can go to any Co-operative Bank cash machine in the high street or at a Co-op convenience store to top up."

It is expected that other banks in the LINK network will offer this service to their customers later in the year. Eventually it is hoped that all bank customers will be able to use all LINK machines to top up their mobiles.

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