CAF Bank features and benefits

CAF Cash Account

Safe and secure day-to-day banking, designed exclusively for charitable organisations.

Our interest-bearing CAF Cash Account provides transactional banking for your everyday requirements. So whether you need to send money electronically within the UK, send money outside the UK, make everyday card payments or set up standing orders to third parties, this account aims to satisfy your day-to-day banking needs, including:

- earn interest on account balances in credit
- online banking with dual authorisation for added security
- access to a branch network for deposits via HSBC branches in England and Wales, and Royal Bank of Scotland branches in Scotland
- standing order, cheque and paying-in book facilities

Receiving money

You can receive money into your CAF Bank accounts by online or electronic transfer, or by cash or cheque paid over the counter at any HSBC branch in the UK or RBS branches in Scotland. You can also post cheques directly to HSBC or RBS.

Sending money

You can use a variety of methods to send money:

- card payments with a CAF Bank Mastercard® Business card
- online banking
- outside the UK by completing our Sending money outside the UK form
- Bacs bureau and sponsorship for payments and collection of Direct Debits

Arranged Overdrafts

A secured, arranged overdraft as part of your CAF Cash Account may meet your borrowing needs.¹

Find out more about our secured loans at cafonline.org/loans

¹ Overdraft applications are subject to credit assessment and security is required.

CAF Bank online

You can manage your account with our Online Banking service, a safe and secure way to manage your day-to-day transactions over the internet.

Dual authorisation

Managing your account online gives you the benefit of additional security and fraud prevention measures using dual authorisation. Once a transaction has been initiated to a third party, it requires another online user, authorised by your organisation, to approve it before any money leaves your account.

You can:

- view transaction history and balances for all your accounts
- pay variable amounts to your staff and suppliers
- view statements online
- send and receive money between your CAF Cash and Gold Accounts
- send money to other UK bank accounts
- set up additional users with various Administration Rights
- view Direct Debits
- set up, amend and cancel standing orders
- change your passwords
- order cheque or paying-in books

CAF Cash Online QuickPay

This is a free online service that lets you pay variable amounts to your staff and suppliers from your CAF Cash Account. Unlike a standing order, QuickPay allows you to transfer irregular amounts. You can control your payments online and they are sent electronically at no cost to your organisation.

Our friendly team

You can, of course, choose to manage your account transactions by telephone, or by sending written instructions, signed in accordance with your existing mandate held with CAF Bank.

Our UK-based Customer Service team is available to help you Monday to Friday 9am to 5pm on 03000 123 456 (excluding English bank holidays). Alternatively, you can email us at cafbank@cafonline.org

Staying secure

We’re here to help you protect your money. Visit our Security Centre at cafonline.org/security-centre for updates on the latest scams and tips on how to prevent fraud.

Interest

You can view our current interest rates at:
CAF Cash Account – cafonline.org/banking
Deposit Accounts – cafonline.org/bankrates
We’re here to help

Explore our Help and Support Hub at cafonline.org/caf-bank-help to find answers to questions you may have about opening a CAF Bank Account.

T: 03000 123 456
E: cafbank@cafonline.org
W: cafonline.org/caf-bank