

# Attending a Video Call Appointment

SAVINGS  
MORTGAGES  
INSURANCE  
FINANCIAL PLANNING



**MANSFIELD**  
BUILDING SOCIETY

Since 1870, we have grown but have never lost sight of our core values, and to this day we continue to put people first by supporting our members and the local community.

That's why we've developed Video Call Appointments, to ensure we can continue to support new and existing members who value face-to-face contact and our personal service. Our Video Call Appointments also enable us to extend our service to members further afield who may not be able to visit one of our branches.

## What do you need?

You will need a device with a camera, speakers and a microphone (which is usually built-in). Your device will also need secure access to the internet.

If you are using a laptop, desktop or tablet, one of the following Web Browsers are required:

- Google Chrome
- Internet Explorer
- Microsoft Edge

If you are using a mobile phone, you will need to download the Free 'Cisco Webex Meetings' App from Google Play or the App Store.

## What Video Call Appointments are for?

We are currently offering Video Call Appointments for the following:

- Open a new savings account
- Discuss your current savings account with us
- Bereavement appointments

Other services may be introduced in the future.





## Attending a Video Call Appointment

You need to book an appointment at your local branch or by calling us on 01623 676350.

### Joining an appointment on a laptop or desktop

One of our team will call you 10 minutes prior to your appointment time to confirm that you are comfortable with the login process. You will receive an email in advance from one of our team titled “**Join me now in my personal room**”.

Click ‘**Join Meeting**’ within the email

You may receive a message asking how you wish to run the application, where you should choose ‘**Join from your browser**’. You will need to enter your name, the email address [customers@mansfieldbs.co.uk](mailto:customers@mansfieldbs.co.uk) and click ‘**Next**’. You will then be shown a preview of the view on your camera. When you are ready to join, simply click ‘**Join Meeting**’ to be greeted by a member of staff.

### Joining an appointment on a smart phone or tablet

Once you’ve downloaded the Cisco Webex Meetings App, and if your device is connected to your emails you can join from your email invitation following the above instructions.

If your device is not connected to your emails, please let us know in advance of your appointment and a member of our team will call you to discuss how to join on a mobile device.

**Please note:** you will need to read and accept the Cisco Webex Meetings Terms of Service and Privacy Statement to proceed with the use of the App.



## What to expect

One of our friendly advisers will greet you to discuss your enquiry.

Throughout the appointment, we may need to complete some documentation to confirm your request(s). We will check whether you would prefer to receive these documents via email or by post.

Please note that we will require these documents signed and returned to us by post in order to fully complete your request. A return address will be given to you during your appointment.

If you are opening a new account, we will also require a cheque for your initial deposit. Your new passbook will be sent to you by post once we have received this.

## Security

At the Mansfield Building Society, we treat data security as a high priority. All information discussed is treated confidentially in line with General Data Protection Regulations (GDPR). We have chosen Webex as a secure video platform to enable us to carry out Video Call Appointments. More information regarding Webex security can be found at [webex.com](https://www.webex.com)

Any emails and attachments we send are virus scanned, however you should ensure you have appropriate anti-virus protection on your device.

The Mansfield Building Society does not accept responsibility for any loss or damage arising in any way from the use of Video Call Appointments.

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