I have been trying since May to get access to online banking!!!!!

Everything has to be done on-line.

I have raised the appropriate forms, only to be advised there was an issue with my signature. To try and resolve I asked how I could amend my signature, and was advised a universal mandate was required. Done.

I also raised a new online banking request to tie in with the new signature notification. Was advised the two had crossed over. Another delay.

After several frustrating calls, I finally raised an official complaint. Only to be advised I should have been speaking to the mandate department!!!!

The complaint is still open. I have since found the bank uses private numbers to contact you by phone, if I don't know the number I don't answer the phone.

I have since started the process again. 11 July advised request had been received and I would be advised on progress, so far nothing. I'm going to phone again tomorrow.

I suspect next steps will be to go into a branch, somewhere, with id to evidence who I am.