



Add a Bank Account

TBE Investor User Manual

Use this guide to add and verify a bank account for funding, withdrawals and Direct Debit journeys.

TBE INVESTOR HELP

This guide supports the BIG Exchange Investor Portal. The platform is powered by Zeta Wealth.

Before you begin

JOURNEY PURPOSE

Use this guide to add and verify a bank account for funding, withdrawals and Direct Debit journeys.

What you will need

- Your TBE Investor login details.
- The bank name, name on account, sort code and account number.
- Access to your bank's online or mobile banking authentication.
- Authority to connect and share information for the selected account.

Important checks

- Start from a trusted TBE Investor link and check that the address begins platform.tbeinvestor.com.
- Confirm you are working in the correct investor account before submitting information.
- Never share passwords, bank-login credentials or verification codes with another person.
- Review every confirmation screen and retain any reference or document you may need.

Journey at a glance

Stage	Action
1	Open your profile
2	Open Manage bank accounts
3	Enter the account details
4	Choose your bank provider
5	Approve access
6	Select the account to share
7	Review the verification result

Step 1 — Open your profile

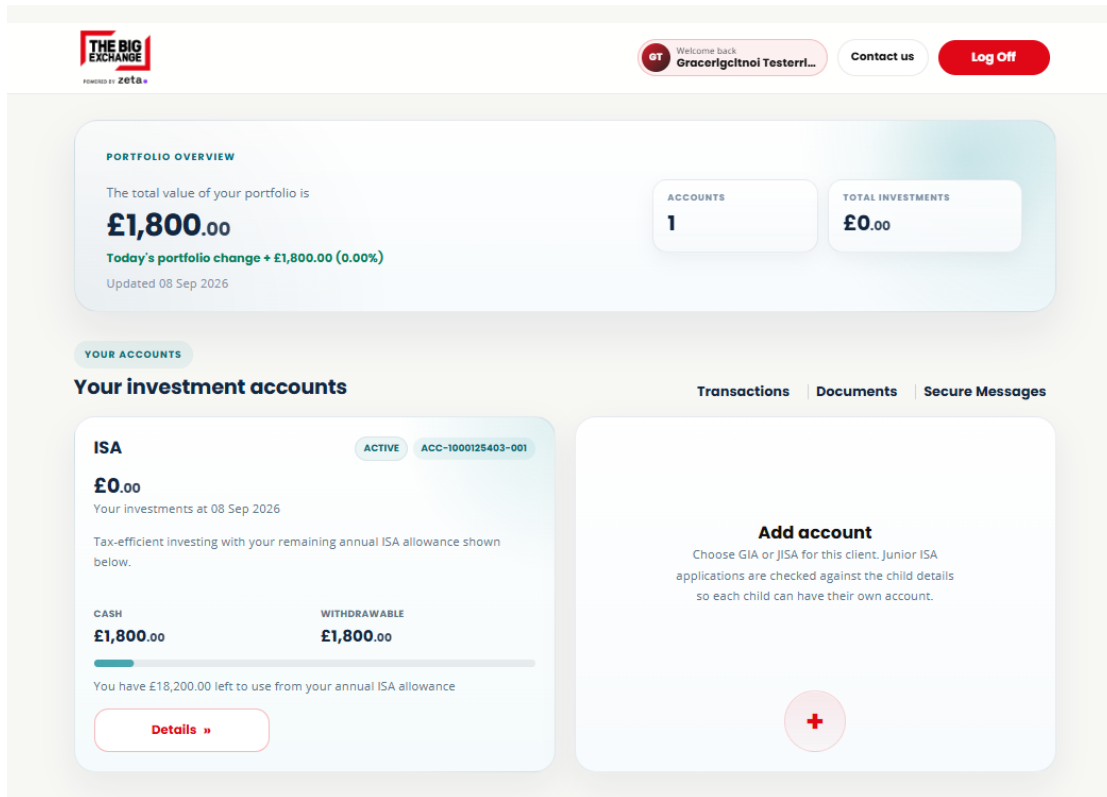


Figure 1. From the Account Dashboard, select your profile name or profile control in the top navigation.

What to do

1. From the Account Dashboard, select your profile name or profile control in the top navigation.

Check before continuing

- Confirm you are signed in to the correct TBE Investor profile.
- The profile page should open.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 2 — Open Manage bank accounts

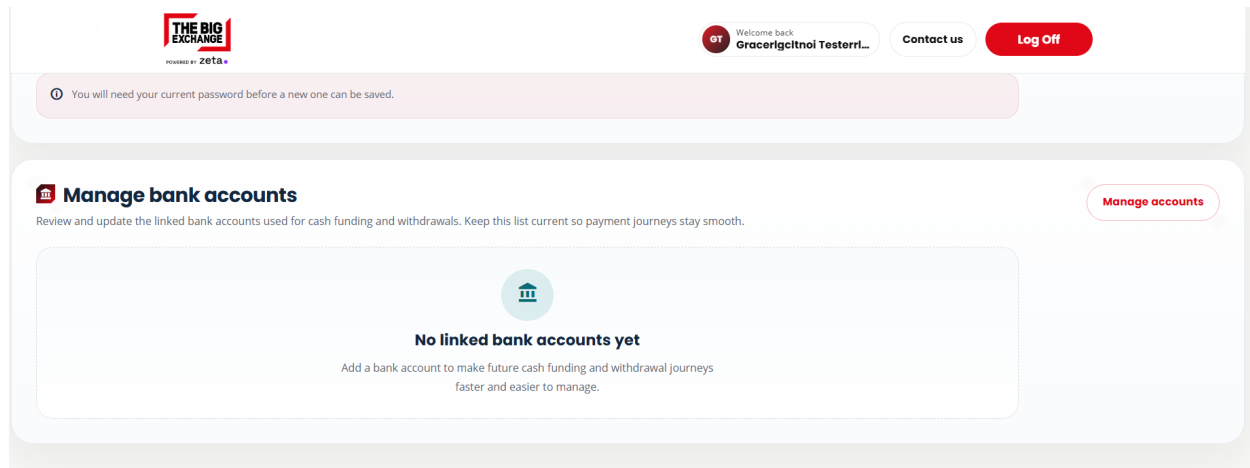


Figure 2. Scroll to Manage bank accounts and select Manage accounts.

What to do

2. Scroll to Manage bank accounts and select Manage accounts.

Check before continuing

- If no accounts are linked, the page will show that no linked bank accounts have been added.
- Select the back/profile link if you opened the wrong page.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 3 — Enter the account details

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LINKED FUNDING ACCOUNTS

Manage bank accounts

Add or update the bank accounts you want to use for cash funding and withdrawals. You can also remove a linked bank account when it should no longer be available for new cash journeys.

No linked bank accounts yet. Add one here so customers can choose an existing account before starting a cash top up.

Add bank account

Keep this list clean and up to date so customers can use a saved funding account when adding cash.

Bank name

Name on account

Sort code

Account number

[Add and verify](#)

Figure 3. Complete Bank name, Name on account, Sort code and Account number, then select Add and verify.

What to do

- Complete Bank name, Name on account, Sort code and Account number, then select Add and verify.

Check before continuing

- Enter the account-holder name exactly as shown by the bank.
- Check every digit before continuing; do not include unrequested characters or spaces.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 4 — Choose your bank provider

Please choose your provider

ALL

PERSONAL

BUSINESS

Moneyhub Open Banking Mock

Current Accounts



Ozone Open Banking

Current Accounts, Savings Accounts & Credit Cards

Figure 4. Select your provider from the list presented by the secure bank-verification service.

What to do

4. Select your provider from the list presented by the secure bank-verification service.

Check before continuing

- Use the search or provider categories if available.
- Only select the bank that holds the account details entered in the previous step.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 5 — Approve access

DEV MODE

moneyhub 

Consent to access account information

Zeta - local mpdev is requesting access to data from your Moneyhub Open Banking Mock account. To enable this Moneyhub needs to access the following information:

- Your account name, number, and sort code

Moneyhub will access this information for the next **90 days**.

If you approve we will redirect you to **Moneyhub Open Banking Mock** where you can log in and choose which accounts to share.

APPROVE

I DO NOT APPROVE, TAKE ME BACK

By clicking "Approve" you are permitting Moneyhub to access account information from your bank account and share it with Zeta - local mpdev. You also agree to our [Terms of Use](#) and [Privacy Policy](#).

Figure 5. Review the consent screen and select Approve only if you agree to the stated access.

What to do

5. Review the consent screen and select Approve only if you agree to the stated access.

Check before continuing

- Read what information will be shared and for how long.
- If you do not agree, use the option to go back; the account cannot be verified through this route without consent.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 6 — Select the account to share

Moneyhub Open Banking Mock

Consent

Accounts

Select the account(s) to share information

- ☒ Current Account - Personal
- ☒ Savings - Personal
- ☒ Credit Card - Personal
- ☒ Current Account NEW - Personal

Requested Permissions

Moneyhub is requesting the following permissions

- ReadAccountsDetail

Confirm

Figure 6. Tick the correct account or accounts and select Confirm.

What to do

6. Tick the correct account or accounts and select Confirm.

Check before continuing

- Compare the account type and masked details before confirming.
- Share only the account information required for the TBE Investor journey.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

Step 7 — Review the verification result

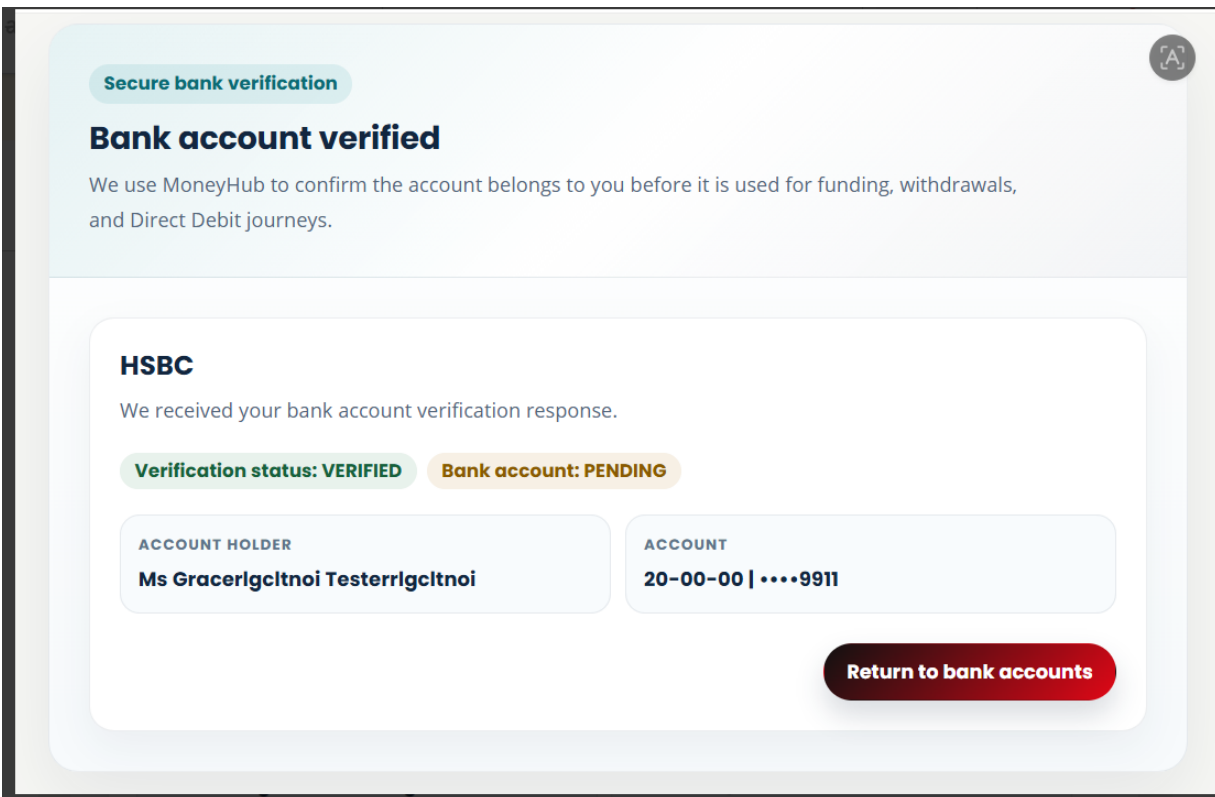


Figure 7. When Bank account verified appears, review the bank, account-holder and masked account details, then select Return to bank accounts.

What to do

7. When Bank account verified appears, review the bank, account-holder and masked account details, then select Return to bank accounts.

Check before continuing

- Check the verification and bank-account status labels.
- A pending bank status may require processing time; do not add the same account repeatedly.

EXPECTED RESULT

The journey moves to the next screen or displays the status described above. Review the screen before continuing.

TBE INVESTOR HELP

Troubleshooting and safe support

Problem	Checks to make	Next action
Bank is not listed	Use search and confirm the provider's formal name.	Return later or contact TBE support if the provider remains unavailable.
Details are rejected	Recheck account-holder name, sort code and account number.	Correct the details; contact the bank if they do not match its records.
Bank sign-in does not complete	Confirm the bank app/browser is available and any approval was completed.	Restart once from Manage bank accounts; never disclose banking credentials to TBE support.
Verification remains pending	Check the status shown beside the bank account.	Allow processing time and avoid duplicate submissions; contact support if it does not change.

Protect your information

- Do not send passwords, one-time codes or bank-login credentials to support.
- Provide the journey step, approximate time and exact non-sensitive error message.
- If you suspect unauthorised activity, stop and contact TBE support promptly.
- Sign out when finished, especially on a shared device.

DOCUMENT SCOPE

Screens and labels may change as the service is improved. Follow the current on-screen wording while applying the security and review checks in this guide. This TBE Investor help manual describes a platform powered by Zeta Wealth.