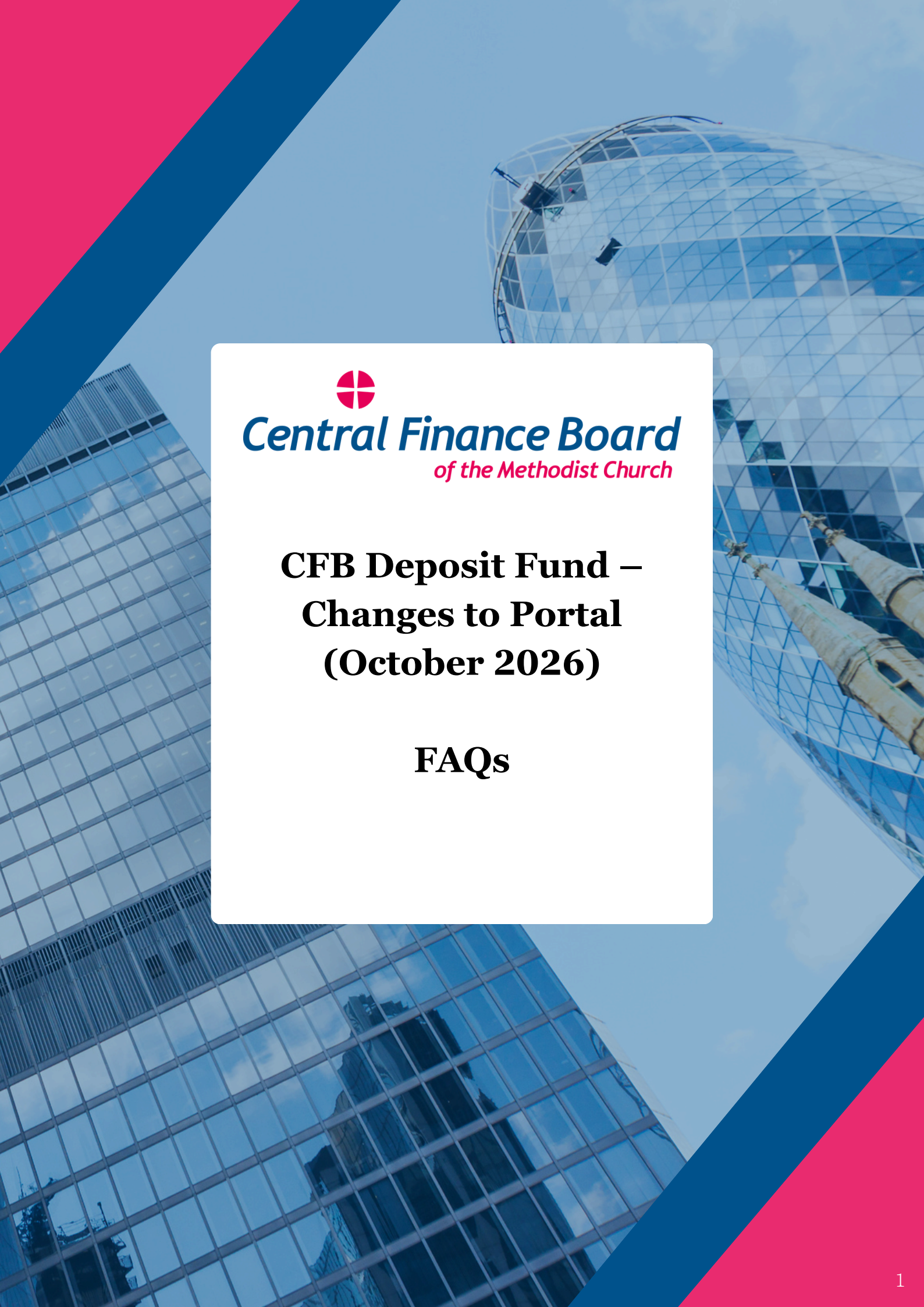


Central Finance Board
of the Methodist Church

CFB Deposit Fund – Changes to Portal (October 2026)

FAQs

Changes to the CFB Deposit Fund – FAQs

Getting Started

Do I have to use the portal?

No. You can still send us instructions by email or post. However, from 1 January 2027 a charge will apply to withdrawals and transfers that are not made through the portal (see "The new charges" below). Using the portal is free.

How do I register?

Email cfb@jtcgroup.com with a signed instruction containing:

- your full name
- the name of each account you need to access
- the account number of each account (starting with P and followed by six digits)

We will then set up your access and you will receive an email with your log in details.

I registered before but gave up, or I cannot log in. Do I need to register again?

If you have already registered for the portal but have forgotten your log in details, please follow the 'forgotten password' instructions within the user guide. If you are still unable to log in, please email admin@cfbmethodstichurch.org.uk and we will assist. You will not be charged for asking for help.

What do I need to use the portal?

You need a computer, tablet or smartphone connected to the internet, and your own email address. You will also need a telephone number that can be used for multi factor authentication (a code will be sent to your phone as part of the log in process). You do not need any special software.

Is the portal secure?

Yes. The portal uses multi factor authentication (MFA) to ensure secure access. This takes the form of two different types of verification; something you know (a password) and something you have (a phone to which a one time passcode will be sent). Each individual has their own login. Please never share your login details with anyone else, including other members of your church. Where possible, please use email addresses that are accessible only to you.

I am not confident with computers. Can I get help?

Yes. You are not alone, and we would much rather help you than have you struggle. You can:

- read the step-by-step user guide on our website, www.cfbmethodistchurch.org.uk
- email admin@cfbmethodistchurch.org.uk for help with registering or logging in
- call us on 020 7496 3600

Using The Portal

What can I do on the portal?

- See your account balances and transactions
- See a short description against each transaction
- Move money to your nominated bank account
- Move money between CFB Deposit Fund accounts
- Give other people "view only" access
- Download copies of past statements, or a statement for any dates you choose

What is read-only access, and who might need it?

Read-only access lets someone see your accounts without being able to move money or send instructions. It may suit a church steward, a member of your finance committee, your minister, or your independent examiner or auditor. To arrange it, please send a signed instruction, either by post or email to confirming the individual's name, the name of the account(s) they require access to, and the account number of each account.

What are transaction narratives?

They are short descriptions shown next to each payment in or out of your account, such as a payment reference or listing the CDB Deposit Fund account a transfer has been made from or to. They should make it easier to match your CFB statement with your church's own records. All PDF statements will contain this information, and you can access information on a transaction-by-transaction basis by clicking into them on the portal (see the user guide for more information).

Can I move money between our CFB Deposit Fund accounts?

Yes. You can now do this on the portal without filling in and signing a form. You will need to know the account number (P followed by six digits) of the account you wish to transfer money to. Please see the user guide for more information. You can also transfer money to CFB Deposit Fund accounts outside of your own organisation (i.e. to a Circuit or District CFB Deposit Fund account).

Can I pay a supplier or another organisation from the portal?

No. Money can only be paid to your church's single nominated bank account or to another CFB Deposit Fund account. This is an important safeguard. If you need to pay a bill, move the money to your nominated bank account first and pay it from there.

How do I change our nominated bank account?

Please complete a mandate change form and either post or email this along with a copy bank statement. For your protection, this cannot be changed on the portal. There is no charge for changing your nominated bank details.

I cannot find a statement. What should I do?
You can download a copy of any statement from the portal. You can also produce a statement covering any dates you choose, which is useful at your year end. Please see the user guide for details as to how to go about this.

The New Charges

What will be charged, and from when?
The following charges apply from 1 January 2027. Nothing is changing before then.

What you do	Charge
Withdrawal sent by email or post (not through the portal)	£25
Transfer sent by email or post (not through the portal)	£25
CHAPS (same-day) payment	£25
Withdrawal or transfer made through the portal	Free
Money paid in by bank transfer	Free

CHAPS payments cannot be instructed via the portal and instead should be instructed via email or post clearly stating that a same day CHAPS payment is required.

Why are you introducing charges?
Handling paper and email instructions takes a significant amount of time to check and process. Now that these requests can be made through the portal, it is fair that the additional cost for these falls on those who choose the manual route rather than on all depositors.

How will I pay the charge?
You will not receive a bill. For withdrawals and transfers the charge will be taken from the amount being processed. For example:

- If you post/email us a request to withdraw £500: £475 will be paid into your bank account
- If you post/email us a request to transfer £1,000 to another CFB Deposit Fund account, £975 will be transferred. The fee will be applied to the transferor.

The exception to this is the copy statement charge, where the fee will be deducted from the balance of the account in question.

What if we are unable to use the portal?
Please contact us. We understand that some churches may have no one able to use a computer, and we would like to talk through the options with you before 1 January 2027.

Signatories and Financial Controls

Can one person really move money on their own? Is that safe?
Yes, any authorised signatory with portal access can make a withdrawal or transfer without a second person approving it. This is safe because the money can only go to your church's own nominated bank account or to another CFB Deposit Fund account. It can never be paid to a third party. To add a further check, someone else in your church can be given read-only access to keep an eye on the account.

Our church requires two signatures for every payment. What should we do?
You can carry on sending us signed instructions by email or post, and we will process them as now. From 1 January 2027, the £25 manual charge will apply to each one. You may wish to discuss with your church council or finance committee whether the safeguards above, together with read-only access for additional individuals, meet your church's own financial procedures.

How many authorised signatories should we have?
We recommend at least two, and preferably more. This means someone else can act if your treasurer is away or unwell, or steps down.

How do we add or remove a signatory, for example when our treasurer changes?
Please complete a mandate change form and send to us either via email or post. Please let us know promptly when someone leaves, so that their access to the accounts can be removed.

Bank Details

What are the bank account details for paying into our Deposit Fund account?
Bank transfers can be made to the following bank account at no charge:

Bank: HSBC, City of London
A/C Name: Central Finance Board
Sort Code: 400530
A/C No: 84594010
Reference: P****** (Your CFB Deposit Fund account number)
Please ensure that your CFB account number is included as a payment reference. Payments without an account number referenced will be returned.

Getting Help

Who do I contact?

- Registering for the portal:
  - Email: cfb@jtcgroup.com
  - Post: The Central Finance Board of the Methodist Church
    PO Box 13673
    Dunmow
    CM6 9EQ

- Submitting mandate changes:
  - Email: cfb@jtcgroup.com
  - Post: The Central Finance Board of the Methodist Church
    PO Box 13673
    Dunmow
    CM6 9EQ

- General enquiries and assistance in using the portal:
  - Email: admin@cfbmethodistchurch.org.uk
  - Telephone: 020 7496 3600