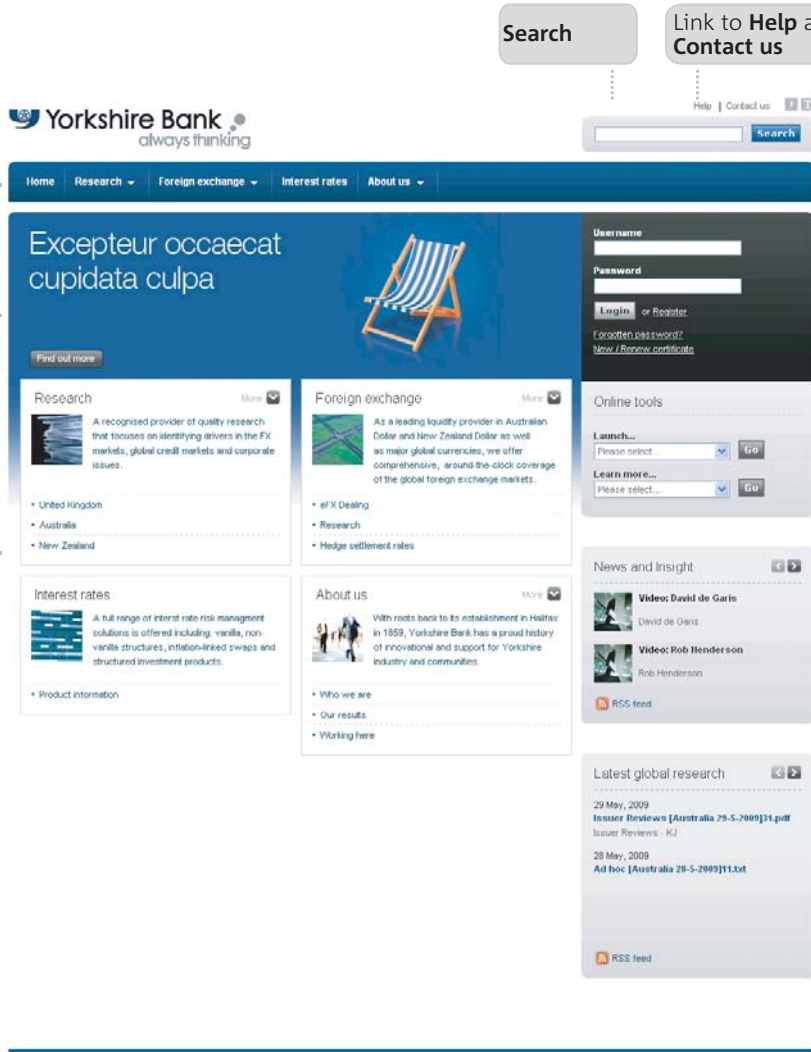


Our website has been refreshed with a new look and feel, added functionality, which can all be found at - ybmarkets.co.uk.



Search | **Link to Help and Contact us**

Global tool bar
Use to navigate to key areas of site

Hero banner
Feature advertisements that will rotate with new images/latest news

Content tiles
Six key areas from global tool bar with summary introductions and links to pages within section
Text, links and summaries can be changed

Text size adjustment

Client log in and new user registration
Password reset and reminder available

Online tools application launch
After login, clients can launch applications from homepage

Learn More about tools, products and download forms for application access

News and insight
Latest news including audio and video files published on site
RSS Feed available

Latest global research
Most recent articles published appear here
Global research is available by region and product
RSS Feed available

Site map link

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What's Changed?

Old Site

- Dated look and feel
- Difficult to navigate
- Outdated information
- Regular feedback about problems accessing pages
- Poor visibility across different business areas
- Hard to find access to applications

New Site

- Homepage provides a visible summary of all areas of the Wholesale Banking business
- Improved functionality for existing users logging into site including quick access to online tools and applications, improved search and filtering of research and ability to set-up RSS feeds to the latest global research and news
- Users can manage their own details via a self-service portal 'Manage my details' that collects information about users interests and allows them to maintain their own research publication subscriptions
- News and insight section enables users to view recent videos and interviews

Support Framework

Business

First line of support:

- Call your Relationship Manager
- Yorkshire Bank team
0845 604 2813 (8:00am-6:00pm Monday to Friday, GMT)

Technical

Access related problems or technical support

- Yorkshire Bank team
0800 028 8352 (8:00am-6:00pm Monday to Friday, GMT)

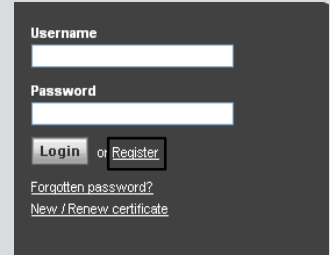
Existing users

Existing users of ybmarkets.co.uk can continue using their current username and password to access research and applications. This will include access to new features such as being able to subscribe to additional research publications, improved search and filtering of research and setting-up RSS feeds to the latest audio and video clips.

New users

If you would like to register your interest in gaining access to research and applications on this site, please follow the below steps:

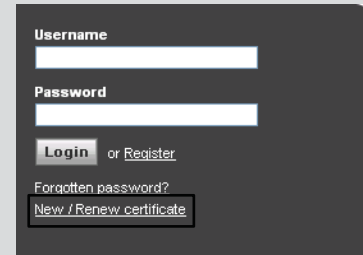
1. Select the **'Register'** link next to the login button in the top right-hand section of the homepage, a user registration form will be displayed.
2. Complete all the mandatory fields and select save button at the bottom of the form.
3. Your registration details will be reviewed and you will receive a confirmation email within 24 hours.



A screenshot of a user registration form. It features two input fields for 'Username' and 'Password'. Below the password field are two buttons: 'Login' and 'Register'. Underneath the buttons are two links: 'Forgotten password?' and 'New / Renew certificate'.

New/renew certificates

For applications that require certificates please renew or download a new certificate via the **'New/Renew certificate'** link in the top right-hand section of the homepage.



A screenshot of a user login form. It features two input fields for 'Username' and 'Password'. Below the password field are two buttons: 'Login' and 'Register'. Underneath the buttons are two links: 'Forgotten password?' and 'New / Renew certificate'.