

# Commercial Customers - Useful Contacts



## General Enquiries

Telephone **0800 756 0800**

From  
Abroad **+44 141 229 2626**

Postal  
Address **Business Fulfilment Team, Clydebank  
Business Park, Symington House, 8 North  
Avenue, Glasgow. G81 2NT**

*Please note when contacting your business fulfilment team by mail, please advise us of your relationship manager so we can contact them if we have any queries.*

## Admin

The below link can be used to upload documents to the bank

<https://send.cbonline.co.uk/commercial>

## Asset Finance Direct

Telephone **0800 756 0800**

Email **af.business@cybg.com**

Contact Asset Finance Direct as above for information on funding assets up to £250,000. For assets above £250,000 please contact your relationship manager.

## Business Credit Card

Telephone **0800 678 3370**

Opening hours: **Mon- Sat: 8am - 8pm  
Sun: 10am - 5pm**

## Business Internet Banking (BIB)

Live chat is available on your BIB facility

BIB  
Helpdesk **0800 756 0800**

Website **<https://uk.virginmoney.com/business/ways-of-banking/internet-banking/>**

BIB Overview

<https://youtu.be/46kNBGEIj28>

Mobile App overview

<https://youtu.be/RWomf3HLunQ>

## Fraud

Digital Payment Security (if you have transferred funds to a person or company that has been placed on hold) **0800 121 4253**

To report Fraud on Internet, Telephone, Mobile Banking or Debit Card (use this number if you think you have been a victim to a fraud or scam) **0800 085 2914**

## Payments

Please use Business Internet Banking (BIB) to make your payments. If you don't have the BIB functionality to make your payments i.e. for CHAPS or International Payments then download your CHAPS or International Payment form from the below portal

<https://uk.virginmoney.com/business/useful-downloads/>

Upload your completed form via the below link

<https://send.cbonline.co.uk/commercial>

## International Trade

Telephone **0141 242 3316**

Email **international.trade@cybg.com**

Above international trade contact details are for

- Import & export letters of credit
- Import & export bill collections
- Trade - import loans
- International bank guarantees

## Merchant Services

New merchant service enquiries **0141 229 2626**