

My Telephone Banking



1. Call us on **0800 24 00 00** from your landline or mobile.
2. When prompted, say or key in your nine-digit access number (printed on the back of your Eftpos, debit, or credit card).
3. Key in your five-digit Telephone Banking PIN or use voice identification.
4. Once you're logged in, you'll be asked to select an option from a numbered menu, by using the keypad on your phone. You can go back at any time by pressing the star key twice.

Telephone Banking: menu outline

- 1 Account enquiry**
 - **1** Balance
 - **2** Review transactions
- 2 Funds transfer**
Transfer money between your accounts
 - **1** Make a funds transfer
 - **2** List future funds transfers
 - **3** Change future funds transfers
 - **4** Cancel future funds transfers
- 3 Bill payments**
Pay a company or person from your accounts
 - **1** Make a bill payment
 - **2** List future bill payments
 - **3** Change future bill payments
 - **4** Cancel future bill payments
- 4 Automatic payments**
 - **1** Suspend
 - **2** List
 - **3** Change
 - **4** Cancel
- 5 Credit card enquiries**
 - **1** Details of next payment due
 - **2** Make a payment
 - **3** Order replacement statement
- 7 Telephone Banking set up**
 - **1** Change instant balance accounts
 - **2** Change Telephone Banking PIN



Telephone Banking: hot tips

Quick key codes

- 1 1 #** List all your account balances
- 2 1** Transfer money
- 3 1** Make a bill payment
- 5 2** Make a credit card payment
- 7 1** Amend instant balance accounts

Shortcut keys

- * *** Cancel or return to the previous menu
- * 1** Personal assistance
- * 4** Repeat
- * 6** Skip
- * 7** Switch between Telephone Banking and Product and Service menu
- * 9** Finish your call

Once your PIN has been confirmed, you can key ahead to any menu option.

Payees

Payees can be added through Internet Banking or giving us a call on **0800 275 269**

