

# Phone Banking – Self Service Menu

To use Phone banking, if you're already set up, call 0800 11 33 55 or +64 4 4731133 from overseas and push option 1 then follow the prompts.

**1**

## Self Service options

Enter your access number, then press#

Enter your four digit PIN, then press#

*Note: Account Balance played*

**1**

For account balances - *select one account or listen to all your account balances, including credit cards*

**2**

To transfer funds between your accounts

**3**

For a list of your transactions - *including credit cards*

**4**

For bill payments - *(private and public) will not read out if you only have one payee loaded)*

**5**

For automatic payments

**1**

Skip all automatic payments due within the next seven days

**2**

Change an automatic payments

**3**

List all automatic payments

**6**

For Credit Card balances and transactions

**1**

Credit Card Balances

**2**

Credit Card Transactions

**3**

Minimum Payment amount and due date

**7**

For other services

**1**

For your account number - *all phone banking enabled accounts*

**2**

Change phone banking PIN number

**3**

Order a statement - *period between last statement and day of order*

**5**

Change the account you hear the balance of

**8**

For phone banking help (automated message)

**0**

To speak to a Customer Service Representative during [Contact Centre opening hours](#)

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To return to the previous menu

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