How to use Telephone Banking

This guide will help you register for, and then use, BNZ Telephone Banking.

To get started, you'll need a touch-tone phone, and your nine-digit customer access number (you can find this on the back of your Eftpos, credit, or debit card).

How to register for Telephone Banking

Step 1. Call us on **0800 275 269**. If you're overseas, dial **+64 4 931 8209** (international toll charges will apply).

You'll need your nine-digit customer access number - printed on the back of your Eftpos, credit, or debit card.

Step 2. You'll need to set up a **five-digit PIN.**

This will be linked to your access number, and provides an extra layer of security for accessing your accounts. You'll need your access number and PIN to login each time. Your PIN needs to be kept secure, and not written down anywhere or shared.

Alternatively, you can set up Voice Identification. This can be set up in a branch or over the phone. You'll need to complete a small number of voice commands so we can create a 'voiceprint' to identify you.

Note: Please be aware that we are not required to take any additional steps to verify instructions made using a PIN, password, Passcode, or Voice Identification.

Tips for selecting your PIN

- Select any five numbers that you can easily memorise (make sure they can't be easily identified by anyone else).

- Avoid number sequences such as 12345, birth dates, telephone numbers, and other personal information.

How to use Telephone Banking

Step 1. Call **0800 24 0000** from your landline or mobile.

Step 2. When prompted, **say** or **key in** your **nine-digit access number** (printed on the back of your Eftpos, debit, or credit card).

Step 3. Key in your **five-digit Telephone Banking PIN** or complete voice registration.

Step 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

1. Account enquiries

1. Account balances 2. Review account transactions	Get balance and transaction information on your everyday accounts for up to the last seven years.

2. Transfer of funds

1. Transfer funds 2. List future funds transfers 3. Change a future funds transfer 4. Cancel a future funds transfer	Move money between your accounts. Or set up transfers between accounts to happen in the future e.g. setting up an automatic transfer on payday to your savings account.

3. Bill payments

1. Make a bill payment 2. List future bill payments 3. Change a future bill payment 4. Cancel a future bill payment **Press *1** to speak to someone to add a new payee	Pay people or companies. Select the account you'd like to pay from and who you'd like to pay money to (from your saved list of payees). You can also manage future payments from this menu. To add a new payee, **press *1** to talk to us.

4. Automatic payments

1. Temporarily stop an automatic payment
2. List automatic payments
3. Change automatic payment amount
4. Cancel an automatic payment

Press *1 to speak to someone to establish a new automatic payment

For existing automatic payments you can:

- find out what your payments are and when they're going out
- change the amount, frequency, or day of an automatic payment
- cancel an automatic payment.

To set up a new automatic payment you will need to **press *1** to talk to us.

5. Credit card enquiries

1. Credit card payment details
2. Make a credit card payment
3. Order a replacement credit card statement

Get information on your current credit card bill, make a payment to your card, or request a credit card statement.

7. Instant balance setup or reset your PIN

1. Add or remove instant balance accounts
2. Change Telephone Banking PIN

Add an instant balance account so when you log in, the first thing you hear is the balance of that account.

This could be a good option for your everyday account, or the ones you use the most.

You can also change your Telephone Banking PIN.

How to enter your details:

- **Amounts:** you'll be asked to enter the amount in dollars, followed by the hash key (#) , then the amount in cents followed by the hash key (#). For example $20.50 would be 20#50#
- **Dates:** enter them in **ddmm** format followed by the hash key (#). For example 2/11 would be 0211#

Shortcut keys:

Press **(**)** to return to the previous menu.

Press **(*1)** to speak to us.

Press **(*7)** for the products and services menu, for example investment rates.

Press **(*9)** to end the call.

BNZ Standard Terms and Conditions and any applicable product terms and conditions apply. All payments are processed on business days only and are subject to sufficient funds on payment date.