

## Phone banking guide

To use phone banking:

1. Call **13 21 40**
2. Key in your member number followed by a hash (#)
3. Key in your telephone access code followed by a hash (#)

Your account balances will be automatically advised. For other enquiries, follow the options detailed below:

Press **1** - for savings and term deposit enquiries and all card activities including card activation. Then press:

- 1 - For savings account balances
- 2 - For the last five transactions
- 3 - To activate a Visa or rediCARD
- 4 - For personal cheques presented
- 5 - For term deposit balances.

Press **2** - for transfers and payments, including BPAY®, loan redraw and transfers between accounts. Then press:

- 1 - To use BPAY®
- 2 - For loan redraws
- 3 - To transfer funds between accounts, then press
  - 1 - To transfer funds between your own accounts
  - 2 - To transfer funds to another pre-registered member's account
- 4 - For electronic deposits.

Press **3** - for loan enquiries. Then press:

- 1 - For loan balance(s)
- 2 - For loan redraws
- 3 - For loan repayments and to find out how long it will take to pay out a loan.

Press **4** - for all other member services. Then press:

- 1 - To change your telephone access code.

Press **5** - to access another membership

### Main menu options

In the main menu options 1-5 you can:

- press **9** at any time to speak to a member service officer or (after hours) to leave a message
- press **0** at any time to return to the main menu or if you have finished, simply hang up.

### Save time

Once you become familiar with phone banking, you can **key ahead**, immediately after you have entered your access code and a hash (#).

To confirm transactions, press 1.

**Note:** You must be pre-registered for a loan redraw facility to use this function.