

THE PHONE BANKING GUIDE

Keeping you in touch with your money

Your customer number:

How to use ANZ Phone Banking

- 1 Dial 0800 103 123 Or +64 4 472 7123.
- 2 Say or enter your customer number followed by the # key.
- 3 If your customer number is enrolled for Voice ID and you say it, we'll use that to authenticate you.
Otherwise you'll be prompted to enter your 4-7 digit PIN.

Use your ANZ Phone Banking PIN or Voice ID as a fast and secure way to be identified whenever you phone for personal assistance.

For security reasons, do not keep records of your PIN.

Get set up with Voice ID

For easy and secure identification, Voice ID enables you to verify your identity over the phone using just your voice when you call ANZ Phone Banking. It makes your calls faster and protects your identity.

To enrol for Voice ID call us on 0800 269 843 and follow the prompts.

ANZ Phone Banking Menu

- 1 **Balances**
Press # to list all account balances or select a nominated account.
- 2 **Transactions and account details**
 1. Last two deposits
 2. Last 20 transactions
 3. Credit card repayment details
 1. Minimum monthly payment
 2. Closing balance as at last statement
 4. List of account numbers
- 3 **Transfer money between my accounts**
- 4 **Payments**
 1. Pay a person or bill
 2. Upcoming bill payments
 1. Delete permanently
 - #. Hear next payment in list
 3. Automatic payments
 1. Skip
 2. Change the date
 3. Change the amount
 4. Delete permanently
 - #. Hear next AP in list
- 5 **Phone Banking preferences**
 1. Change your PIN
 2. Change Fast Balance set up.
See over the page for more information about Fast Balance.
- 0 **Personal assistance**

Helpful keys

- Press * to repeat previous message or to start a prompt again.
- Press * * to return to the main menu
- Press # to skip ahead to the next item in a list of accounts/payees

Speed keys

Use speed keys to skip ahead from the main menu to any function. e.g.:

- Press 1 # to hear all account balances
- Press 2 2 to hear a list of your last 20 transactions
- Press 4 1 to pay a person or bill
- Press 4 2 for your upcoming bill payments
- Press 4 3 for your automatic payments

Payment dates and amounts

- Enter payment dates as six digits in the format ddmmyy
- Enter amounts with the dollars and cents e.g. for \$10 enter 1000#, for \$100 enter 10000# or for \$10,000 enter \$1000000#

