

To use phone banking

1. Call 13 12 21
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 balances
 2. For loan redraws (You must be pre-registered for a loan redraw facility to use this function.)
 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