

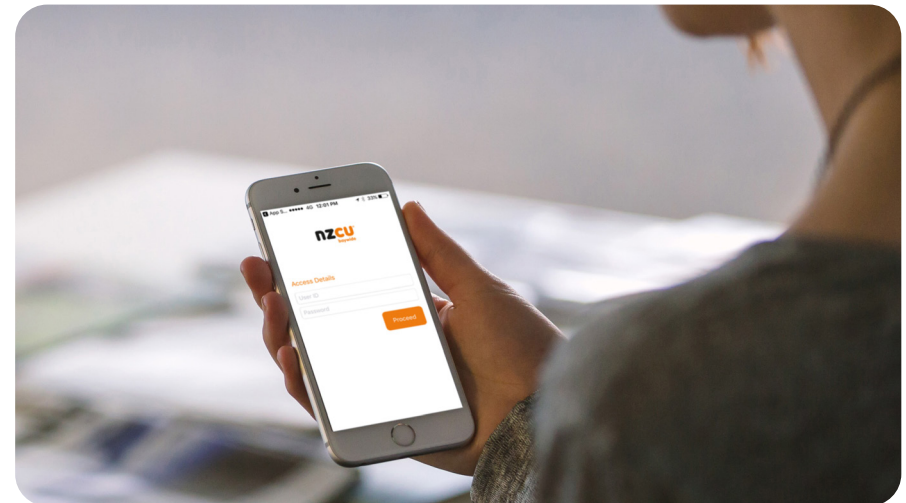
# AccessPhone 'How to guide'

## Easy banking 24/7

AccessPhone is available 24 hours, 7 days a week for your everyday banking - free of charge.\*

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\*Standard transaction and service charges will apply. If calling from overseas international call charges may apply. Some fees apply. Please refer to the NZCU South fees guide for details.

# AccessPhone 'How to guide'

## a) What number do I call for AccessPhone?

Call us on 0800 696 636 and **press 1** for AccessPhone

## b) When is AccessPhone available?

AccessPhone is available 24 hours a day 7 days a week

## c) What if I can't remember my Access Number?

If you need any details required to log into AccessPhone banking, you can visit a branch with identification, or call our contact centre on 0800 696 636

## d) How to register for AccessPhone?

1. Call us on 0800 696 636 to register and set up AccessPhone
2. Once set up call 0800 696 636 and enter your **Customer Number** followed by the hash (#) key
3. Enter **Code** given to you by a staff member when you set up AccessPhone followed by the hash (#) key
4. When prompted enter your own personal **Access Number** which can be 4-8 digits long

# AccessPhone 'How to guide'

## Menu options

Below are the menu options you will hear when you call AccessPhone

**Press**

**1 Accounts balances and transactions**

- 1 Balances of savings accounts
- 2 Balances of loan account
- 3 Balances of investment account
- 4 Last five transactions
- 6 Interest earned for last financial year

**2 Funds transfers or bill payments**

- 1 Transfer between selected accounts
- 2 Personal bill payments

**4 Other facilities**

- 1 Change Access password
- 2 Access another Customer Number

**5 Speak to a team member**

**0 At any time to return to main menu**

# AccessPhone 'How to guide'

## e) How to check my balance

### Press 1. Account balances and transactions

1. Savings and account balances
2. Loan account balances
3. Investment account benefits
4. Last five transactions
6. Interest earned for the last financial year

## f) How to pay someone or transfer

### Press 2. Transfers and bill payments

1. Transfer between your accounts
2. Bill payments and transfers to other NZCU South customers

## g) How to change my Access Number

### Press 4. Other facilities

1. Change personal Access Number
2. Access another customer number

## h) What if I need help?

### Press 5. Speak to a team member

### Press 0. To return to main menu

