

Telephone banking

Our automated touch-tone telephone banking service is a convenient way to access your account, pay bills or transfer funds – anytime, 24 hours a day, 7 days a week. Have your MEMBER CARD® debit card and PAC # (Personal Access Code) ready. If you don't have a MEMBER CARD debit card or a PAC #, visit your community branch.



Dial:

Metro Vancouver: 604.877.7001

Toll-free: 1.800.310.8777

Telephone access is available for deaf and hard of hearing persons (TDD): 604.871.5408

Tips

At anytime press:

- 8** to return to previous menu
- 9** to return to main menu
- *** to repeat

After listening to the greeting: Press ***** key for other language options

Otherwise, to continue in English:

Please enter the last 10 digits of your MEMBER CARD # followed by **#** sign (omit the space in between)

Enter your PAC # followed by **#** sign

Choose a Relationship (Only presented if you have more than one)

- 1** Relationship # <7-8 digits>
- 2** Relationship # <7-8 digits>
- 3** Relationship # <7-8 digits>
- 4** Relationship # <7-8 digits>



Choose from the following options and press the corresponding number on your telephone keypad:

1 Check your balance and see what's gone through your account

- 1** Chequing
- 2** Savings
- 3** Personal, business, or mortgage loans
- 4** Term deposits
- 5** RRSP (Registered Retirement Savings Plan)
- 6** TFSA (Tax-Free Savings Account)
- 7** Business, USD and other
- 8** To select another relationship (Only presented if you have more than one)

2 Bill Payments

- 1** Pay a bill
- 2** Cancel a pending payment
- 3** Add or delete a bill payee

3 Transfer Funds

To transfer funds from:

- 1** Chequing
- 2** Savings
- 3** Business
- 4** US Dollar

4 Change your Personal Access Code

Your code must be between 5 and 8 numbers, and cannot start with a '0' (zero).

