

Telephone banking tips and worksheet



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:

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

581353 _____ #

Enter your PAC # (Personal Access Code) followed by # sign

Choose a relationship (Only presented if you have more than 1 relationship)

Relationship Menu: Insert your relationship numbers here for easy reference.

1	_____	2	_____	3	_____	4	_____
5	_____	6	_____	7	_____	8	_____



Now you are into the Telebanking Menu. Here are some changes to certain prompts you might notice while inside the Menu Options:

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

4 Term deposits

Option 4 does not include registered terms. Those can be accessed under **prompt 5** for RRSP.

7 Business, USD and other

Business and USD accounts were previously located under Chequing or Saving options. Now all Business and USD accounts are under **prompt 7**.

2 Bill Payments

No new features.

3 Transfer Funds

3 Business

4 US Dollar

Business and USD accounts are no longer located under Chequing or Saving prompts. Now they each have their own prompt.

When transferring funds to another relationship that is a business relationship, you will need to listen for two new prompts: **prompt 3** for Bus Chq and **prompt 4** for Bus Sav.

4 Change PAC

Enter new PAC.

8 Relationship Menu

If Member has >1 relationship.

This can be used to navigate back to the relationship menu to select another relationship to inquire about.

