

Phone banking guide

Call **1300 651 839** then press **1**
Enter your Access Number then press **#**
Enter your PIN press **#**

Call **1300 651 839** from anywhere in Australia.

From overseas, call **+613 5445 0611** (standard international call charges apply).

Press **1 Account Information**

- Option 1** Account Balances
- Option 2** Transaction Summary (spoken)

Press **2 Funds Transfer**

Press **3 Bill Payments**

- Option 1** To make a bill payment to a new or existing biller
- Option 2** To add to personal biller list
- Option 3** To delete from personal biller list

Press **4 Other Services**

- Option 1** Order a statement (by mail)
- Option 2** Request a cheque book
- Option 3** Change your PIN
- Option 0** Change your 'Quick Balance' accounts

Press **5 To make a Complaint, Compliment or Suggestion**

- Option 1** To provide feedback
- Option 2** To hear more about our internal and external dispute resolution processes

Need Help?

- Press
- 0** To speak with a banking consultant
 - 7** To return to the main menu
 - 8** To repeat options
 - 9** To end your call
 - *** To return to the previous menu
 - #** To skip ahead

Products are issued by Rural Bank – A Division of Bendigo and Adelaide Bank Limited, ABN 11 068 049 178 AFSL 237879. (1913127–1917910) (01/24)