

PhoneLink Telephone Banking



ACCESS

Product profile

PhoneLink is your link to First Option

PhoneLink is your 24 hour Telephone Banking service. It is essential for sound money management as it keeps you up to date with all your First Option accounts. You can pay your bills, check balances, your latest transactions and manage funds in each account from your home, office or mobile phone.

Do your banking anywhere at any time

PhoneLink is an automated service that enables you to:

- ✓ Check the current balances of your accounts
- ✓ Check the last 5 transactions on an account
- ✓ Check to see if a personal cheque has been presented
- ✓ Transfer funds between accounts
- ✓ Check last year's interest earned on your savings accounts
- ✓ Pay bills via BPay
- ✓ Activate your card



What else do I need to know?

- When using PhoneLink, you will need a *personal access code*. This protects your account information from access by unauthorised persons.
- No fees are charged for this service. All you pay is the cost of your telephone call.
- A step-by-step guide on using PhoneLink is available from our branches or we can mail it to you.
- If you need assistance, PhoneLink gives you the option to speak to our Member Service Team during office hours. If you ask them to perform a transaction, you will need to register a separate *Security Password*.

How do I apply for PhoneLink?

Members can simply contact our friendly Member Service Team on **1300 855 675**, send an email or visit a branch. New members can register for PhoneLink as part of their new membership application.

Terms and Conditions

Please refer to our 'Account and Access Facility – Conditions of Use' document for full terms and conditions.

This is general advice only and does not take into account your individual objectives, financial situations or needs. Before acting on the advice, consider its appropriateness. You should read and consider the 'Account and Access Facility – Conditions of Use' document and Financial Services Guide before deciding whether to acquire any product mentioned.

You will have the option to change your personal access code at any time. First Option recommends that the code be changed regularly for security purposes.

It is also recommended that members do not access their accounts via hotel phones, as some phone systems record the details of outbound calls, including all digits that are dialled by a user during a call.

If you forget your code, please contact first Option.

Joint accounts cannot be accessed via PhoneLink if more than one party is required to sign on the account.

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