



# HOW TO USE TELEPHONE CARD SERVICES

If you are a Local Debit Card holder, you can check your real-time balance, block your card and change your PIN or card security number by calling 25335.

What do you need to access this service?

It's really quite simple, here's what you need to do:

**Step 1:** Call the Telephone Card Service number: 25335.

**Step 2:** Enter your 16-digit card number, this can be found on the front of your debit card. Press #.

**Step 3:** Enter the first 4 digits of the bank account number linked to your card. Press # (this is the 8-digit number used for your bank account. These can end in 002, 003 etc).

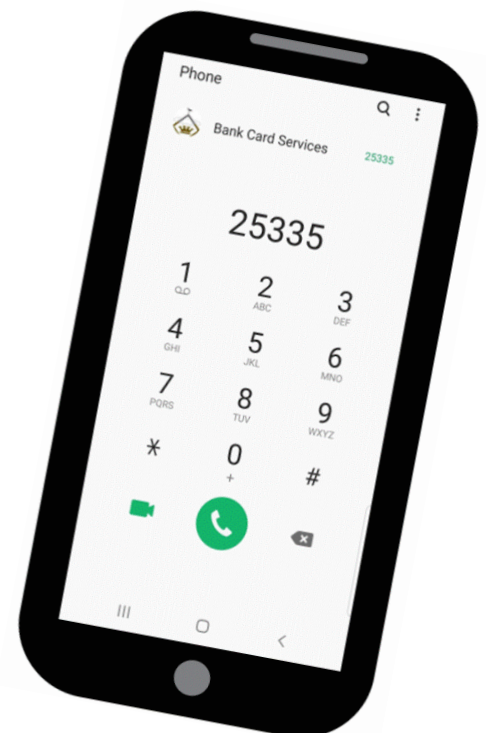
**Step 4:** Enter your date of birth using 2 digits for the day, 2 digits for the month and 4 digits for the year. Press # (e.g. 01/01/1990).

**Step 5:** Enter 3 digits of your card security number using the digit requested (e.g. "please enter digit 2 from your security number"). This is asked in a random order. Press # after every digit.

*What is a security number? To activate your card you are required to create two 6-digit numbers. One is the PIN Number used to authorise the card payment transaction when purchasing goods; and the second is the security number which is used to confirm your identity when accessing the Bank's call-in helpdesk support and Telephone Card Services. Contact us if you require more information on your security number.*

**And you're in!** Feel free to check your balance, block your card, change your PIN or security number over the phone, and call back whenever you need to using this 24-hour service.

**Haven't activated your Debit Card yet? Don't worry, you can still use Telephone Card Services to activate your Card.** Simply enter your 16-digit card number found on the front of your card, your full 8-digit bank account number linked to the card (ending in 002, 003 etc) and your date of birth. Following this, you can set your PIN number and security number.



**LOCAL DEBIT CARD SERVICES,  
MAKING BANKING BETTER**

