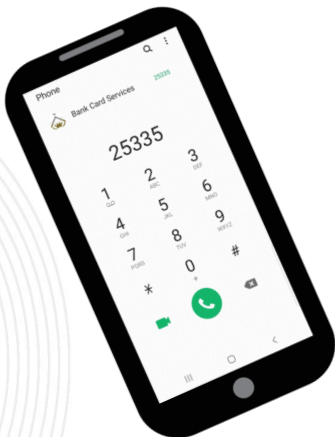


# HOW TO USE TELEPHONE CARD SERVICES

## Activate your Local Debit Card using Telephone Card Services

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

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).



01

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

02

Enter your 8-digit bank account number linked to your card. Press # (these can end in 002, 003 etc).

03

04

**And you're in!** From here you can choose your 6-digit PIN number to be used to authorise the card payment transaction when purchasing goods; and your 6-digit security number which is used to confirm your identity when accessing the Bank's call-in helpdesk support and Telephone Card Services.



Bank of St. Helena Ltd.

# HOW TO USE TELEPHONE CARD SERVICES



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

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).

**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.

## Local Debit Card Holders can check their real-time bank account balance, block their card and change their PIN or card security number using Telephone Card Services

01

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

02

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).

03

04

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.

05

06



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