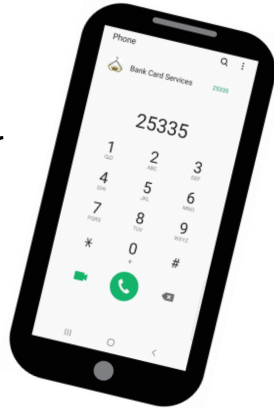


## Using Telephone Card Services

## Contact Us

# Personal Banking Packages

Check your Real-time Balance, block your Card and change your PIN or Card Security Number using Telephone Card Services



### Customer Services

T. +290 22390

E. customerservices@sainthelenabank.com

### Teller Services

T. +290 22390

E. teller.supervisor@sainthelenabank.com

### Lending

T. +290 22390

E. Commercial Lending

commerciallending@sainthelenabank.com

Personal Lending

personallending@sainthelenabank.com

### Accounts and Payments

T. +290 22390

E. accounts@sainthelenabank.com

### Help Desk

T. +290 22829

E. helpdesk@sainthelenabank.com

### Telephone Card Services

T. +290 25335

**Head Office**  
Market Street · Jamestown · St Helena Island · STHL 1ZZ  
T. +290 22390 F. +290 22196  
E. info@sainthelenabank.com

**Ascension Branch**  
AIG Building · Georgetown · Ascension Island  
T. +247 66123  
E. AscBranch@sainthelenabank.com

 @sainthelenabank  Bank of St Helena Ltd



Bank of St. Helena Ltd.

www.sainthelenabank.com



1. Call the Telephone Card Service number: **25335**.
2. Enter your 16-digit card number, this can be found on the front of your debit card. Press #.
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).
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).
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.

**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.

## Basic Package

FREE  
LOCAL DEBIT CARD  
ONE MONTHLY STATEMENT

### MONTHLY STATEMENT

All Basic customers can request one monthly Statement. Any additional requests for Bank Statements within the month period will incur a fee.

### LOCAL DEBIT CARD (Basic and Premium)

Local Debit Cards are available to all Current Account holders. They are accepted at all Banking locations and with many Establishments around St Helena.

### Benefits of Banking using the Local Debit Card:

**Save Time** – Eliminate the need to queue for cash, cut down on the time it takes to write cheques.

**Get Cash** – Cashback services with participating merchants.

**Telephone Card Services** (+290 25335) - Check your balance, block your card or change your PIN using this 24 hour service (instructions overleaf).



## Premium Package

£2 PER MONTH  
LOCAL DEBIT CARD  
£100.00 INTEREST - FREE OVERDRAFT  
ONLINE BANKING

### £100.00 INTEREST - FREE OVERDRAFT

An Overdraft allows access to extra funds just in case you run over your account balance without the added interest.

### ONLINE BANKING

Online Banking offers you the convenience of banking from the comfort of your home. Features include:

- View/download and printing of Statements
- Local and International Account Transfers
- Unlimited Journal Transactions (multiple Local Transfers)



Note: Customers with a Premium Account who do not have Online Banking can request one monthly Statement.

## How to Apply

### New Customers

Individuals aged 18 years or over who have St Helenian status, or have a clear St Helena connection, can apply to open a Current Account with a Package (terms and conditions apply).

Upon application, you will be given a Basic Account Package. If you are applying for a Premium Package, you will be required to submit the additional Online Banking Appendix Form with your Account Opening Application. Applications can be found on our website and at all Banking locations.

### Current Customers

Current Account holders have the option to upgrade to a Package to obtain a Local Debit Card, Online Banking or Overdraft service.

To register for a Package, you will be required to complete the Package Application Form and the additional Local Debit Card and Online Banking Appendices. Applications can be found on our website and at all Banking locations.

### Upgrading from Basic to Premium

Customers with a Basic Account Package can request an upgrade to Premium. You will be required to complete the Package Amendment Form indicating the changes requested on the package and submit with the Online Banking Appendix Form. Forms can be found on our website and at all Banking locations.

