



ASB PHONE NUMBERS

Customer Service	0800 803 804
Priority Line	0800 272 119
Fastphone Telephone Banking	0800 272 272

Banking info that could help

- All **ATMs can be used with hearing buds** (wired version) and will guide people with low vision to be able to gain access to services (refer to separate article in this *Viewpoint*)
- **FastNet Classic** (banking over the internet by computer) Please go into your closest branch or call ASB on 0800803804 and they can help set you up with this and the branch staff can show you how. Branches also have computers and free Wifi for customers.
- **Priority Line:** If you are over 65 (or need more personalised help due to low vision), call 0800272119 which is answered by staff trained to help with all your banking needs.
- Most branches have a **priority hour** for customers over 65, and those who need extra help from 9am to 10am during weekday branch opening hours.
- **The ASB Mobile Banking App** can be set up at the branch or over the phone call 0800 803 804 or 0800 272 119 if you are aged 65 and older.
- **Fastphone**, telephone banking automated system: phone number is 0800 272 272 (0800 ASB ASB). 24/7 unlimited phone access, can do most banking processes.

ASB has how to videos at <https://www.asb.co.nz/how-to> that show how to use internet banking and other services such as the App.

ASB offers free in person Better Banking Workshops (find out more at www.asb.co.nz/workshop) at branches across the country.

To support customers adjust to a world without cheques:

1. Set up automatic debits or direct debits to pay for bills and other costs.
2. Make sure you deposit any cheques you have from any banks prior to their cheque exit date (ASB will not accept cheques less than 3 days before that other bank's cheque exit).
3. Make payments through the above Fastphone number or call the 0800272119 number and they will be able to help you make payments over the phone.

ASB will stop cheques on 27 August 2021

ASB will trial **Community Bankers** later this year, where a mobile banker will travel to customers and personally assist them face to face with their banking needs.

