



BNZ PHONE NUMBERS

Client Services **0800 275 269**

Phone Banking **0800 240 000**

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*).
- **BNZ Internet Banking** and mobile app and phone banking can be set up in the branch or over the phone, call 0800 275 269.
- **BNZ Phone Banking**, automated telephone banking system, 24/7 unlimited access. Phone number 0800 240 000
- **BNZ Internet Banking** is designed to meet the international Web Content Accessibility Guidelines and is compatible with screen readers.
- **BNZ App** login supports the use of Touch ID, Face ID and Fingerprint Login.
- BNZ Branches have specific lighting requirements to help with visibility.
- If you are over 50 and you call in you will be directed to a priority queue, speeding up service and giving you more time on the phone.
- Calls into Customer Service can be authenticated using Voice ID so no need to enter or remember a PIN.

BNZ has further information at <https://www.bnz.co.nz/personal-banking/everyday-banking>

BNZ run Digital Educational Days from their branches which are opportunities to have group or individual sessions with staff to help you become more comfortable with the tools available.

BNZ also have a Mobile Bus which visits New Zealand towns and **can help with cashless banking needs, offer advice on managing your everyday finances, and show you how to use online banking tools. More information on the Mobile Bus and where it is travelling to can be found at** <https://www.bnz.co.nz/about-us/supporting-communities/mobile-bnz-bus?km=bus>

BNZ has online resources about computer security and scams that you may find useful: <https://www.bnz.co.nz/about-us/online-security> and <https://www.getscamsavvy.co.nz/>

BNZ is suggesting with **cheques going**:

1. Talk to your branch or Customer Services 0800 275 269 and discuss how to manage your payments that you currently pay with cheques.
2. The BNZ staff are happy to guide you through any technology that you might be interested in learning, either in person or they can guide you over the phone.

BNZ will stop cheques on 30 June 2021

