



The Cooperative Bank

CO-OPERATIVE PHONE NUMBERS

Client Services **0800 554 554**

Phone Banking **0800 807 747**

Banking info that could help

- Co-Operative bank does not have ATMs. **You may use all other banks ATMs that can be used with hearing buds** (wired version) and these will guide people with low vision to be able to gain access to all services (refer to separate article in this *Viewpoint*).
- **Co-Operative Bank Internet Banking** and mobile app and phone and text banking can be set up in the branch or over the phone, call 0800 554 554.
- **Co-Operative Phone Banking**, automated telephone banking system, 24/7 unlimited access. Phone number 0800807747
- **Co-Operative Text Banking** enables you to cheque your balance, interest rate and transfer money between accounts.
- **Mobile Banking App** enables you to complete all your banking by your phone.
- When you call Co-Operative Banks Customer Services number your call is answered by a trained branch staff, 0800544544. They are available from 8am to 8pm on weekdays and 9am to 5pm weekends and can help you with all your banking needs.

Co-Operative Bank suggests with **cheques going:**

1. Talk to your Branch or Customer Services 0800 554 554 and discuss how to manage your payments that you currently pay with cheques.
2. Co-Operative 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.

Co-Operative Bank has already stopped cheques.

