



KIWIBANK PHONE NUMBERS

Client Services	0800 113 355
Specialised Phone Number	0800 487 888

Banking info that could help

- **Kiwibank Phone Banking**, automated telephone banking system, 24/7 unlimited access. Phone number 0800 113 355.
- If you are an older customer, you can call 0800 487 888 to speak to a specially trained team member.
- **Kiwibank Internet Banking** and mobile app and phone banking can be set up in the branch or over the phone, call 0800 113 355.
- **Kiwibank Internet Banking** is designed to meet the international Web Content Accessibility Guidelines and is compatible with screen readers.
- Kiwibank's Branches have been designed with accessibility standards in mind and they also have concierges in branch to assist.
- Kiwibank **ATMs are currently not enabled to be used with hearing buds**, however you can use other banks' ATMs with this system at no extra cost (refer to separate article in this *Viewpoint*)
- People who are blind/low vision can request to be provided free phone banking services.

Kiwibank has further information at <https://www.kiwibank.co.nz/contact-us/support-hub/> they also have further info and videos to assist at <https://www.kiwibank.co.nz/contact-us/support-hub/internet-banking/guides/>

Kiwibank has Digital Angels that can help over the phone or an appointment can be made in a branch. They also have fee free accounts for people over 65 years.

Kiwibank has partnered with Digital Inclusion Alliance Aotearoa, which runs free community-based Stepping Up workshops to help people learn and build confidence. DORA (Digital On-Road Access), a mobile computer equipped banking classroom, has been traveling around New Zealand over the past 18 month visiting more remote and rural areas. This programme teaches the basics of online banking and how to protect yourself online and recognise scams.

Kiwibank suggests with **cheques going**:

1. Visit your local branch or talk to a customer service representative over the phone on 0800 113 355 and discuss managing your payments.
2. Kiwibank staff will guide you through any technology that you might be interested in learning, either in person or they can help over the phone.

Kiwibank has already stopped cheques.

