

Contact Centre 1800 033 139
Online Banking defencebank.com.au
Telephone Banking 1300 366 808

Telephone Banking Guide

Defence Bank Limited
ABN 57 087 651 385
AFSL/Australian Credit Licence 234582

Head Office Level 5, 31 Queen Street
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F434 (02/12)



Defence Bank



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Telephone Banking Guide

What you need

- 1 Your Defence Bank member number.
- 2 Your Telephone Banking password.

Passwords

- 1 Passwords are numeric combinations of 4-6 digits. Your initial password will be issued by Defence Bank.
- 2 The first time you login you will be asked to change the password to one of your choice.
- 3 To change your password, after inputting your existing password you must press 8, then select menu option 2.
- 4 For security reasons, after three incorrect password attempts you will be locked out of the system for 30 minutes.

How to use Telephone Banking

- 1 Call Defence Bank Telephone Banking on: (03) 8624 5808, or 1300 366 808.[^]
- 2 Enter your member number and press the hash # button.
- 3 Enter your telephone banking password at the prompt and press the hash # button.
- 4 You will automatically be given the balance of primary accounts.
- 5 You are then provided with further options as listed on the right.

Handy Hints

- 1 Payments to other institutions can be made by using B_{PAY} [®] _{*}.
- 2 Make a note of receipt numbers issued for B_{PAY} transactions processed and check these against your statement.
- 3 Please allow up to three business days, from the nominated B_{PAY} payment date, for the biller to receive the funds.

Menu options

- 1 Savings account balance.
- 2 Other account balance(s).
- 3 To check the last ten transactions.
- 4 Transfer funds between selected account types:
 - 1 within your own accounts
 - 2 to another Defence Bank member.
- 5 Pay bills by B_{PAY}:
 - 1 today
 - 2 future dated (no more than 30 days in advance).
- 6 Activate a Visa Card or Redicard.
- 7 Access the loans menu.
- 8 Access other functions:
 - 1 order a statement^{*}
 - 2 change Telephone Banking password
 - 3 interest earned
 - 4 leave a message
 - 5 list of all your account numbers
 - 6 Privacy Policy Statement.
- 9 Transfer to a Member Service Officer.

Need help?

You can view this guide any time at defencebank.com.au. If you experience difficulties with Defence Bank Telephone Banking, call us on 1800 033 139, Monday to Friday, 8am to 8pm (AEST), or email info@defencebank.com.au

[^] Local call rates may apply. Calls from mobiles may attract a higher rate.

^{*} Fees and charges may apply, please refer to the Fees and Charges Schedule for details.