



Australian Banking
Association

Calling your bank

An Easy Read guide



How to use this guide



The Australian Banking Association (ABA) wrote this guide. When you see the word 'we', it means the ABA.



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

Calling your bank



Sometimes people call their bank.



You can find your bank's phone number on their website.



Look for words like:

- Contact us
- Customer Assistance
- Customer Service.



Or the phone number might be on a card the bank gave you, such as your:

- debit card
- credit card.



Some banks have phone banking services just for **First Nations** people who live far away from any cities or towns.



First Nations people are also known as:

- Aboriginal and Torres Strait Islander people
- indigenous people.

These services include:



- ANZ Aboriginal and Torres Strait Islander Assistance Line
 - **1800 037 366**



- CBA Indigenous Customer Assistance Line
 - **1800 700 682**



- NAB Indigenous Customer Service Line
 - **1800 966 100**



- St George, Bank of Melbourne, and Bank SA Indigenous Connections
 - **1800 061 548**



- Westpac Indigenous Call Centre
 - **1800 230 144**

What happens when you call your bank?

You can ask your bank for help if you:



- prefer to speak another language



- need help to hear



- have trouble speaking.



When you call your bank, they will check you are who you say you are.

They will ask you questions only you can answer.



They do this to make sure no one else can use your bank account.



You should make sure you:

- know the answers
- have the information with you when you call.

The bank might ask you for your:



- name



- address



- phone number



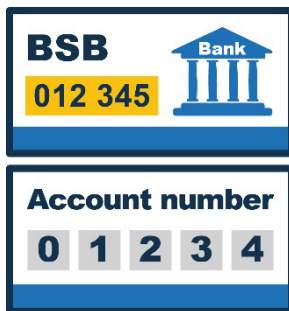
- birth date.

The bank might ask you for your information about your bank account.

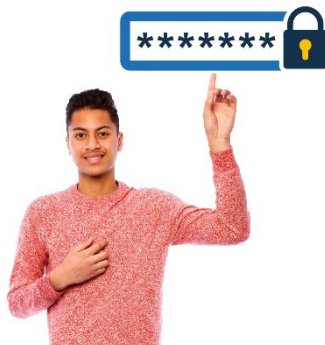
This can be:



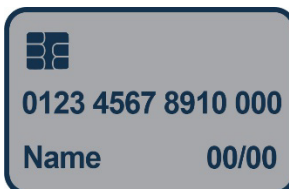
- your customer number



- your BSB and bank account number



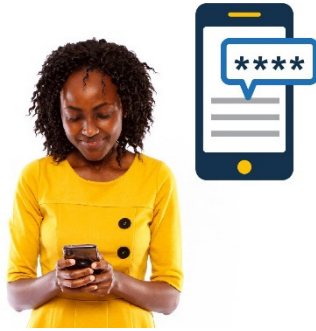
- a special code or word you have chosen



- numbers from any cards you use for banking.



Your bank might also ask you questions about what's happened in your account.



They might send a special code to your mobile phone.

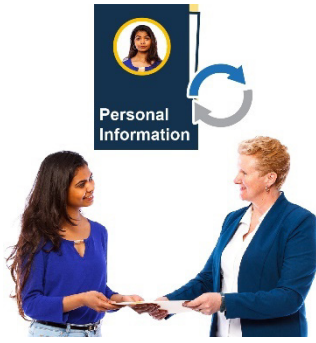
They will tell you what to do if you:



- can't give them the right information



- don't have the right information.



It's important to tell your bank if any of your personal information changes.

This can be your:



- name



- address



- email



- phone number.

Other ways to contact your bank



There are other ways you can:

- contact your bank
- do your banking.

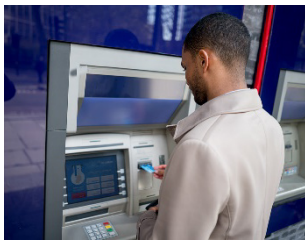
You might:



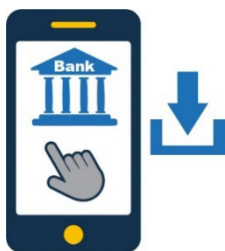
- visit the website



- go to a bank in person



- go to an ATM.



Your bank might have a banking app you can:

- download
- use.

Bank@Post



You might use **Bank@Post**.

When you Bank@Post, you do your banking at a Post Office.



Most banks can let you Bank@Post.



The Australia Post website has information about Bank@Post.



auspost.com.au/money-insurance/banking-and-payments/bank-at-post



We have written a guide about Bank@Post.

You can find it on our website.

Who should you talk to if you need more help?

You should contact your bank if you need more:



- support



- information.



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