



# Bankoh by Phone

Quick and easy access  
to all your accounts

## Too busy to visit a branch?

With just one number and any touch-tone phone, you can do your banking wherever you want. Anytime you want. We're ready 24-hours a day, 7-days a week.

### 24-hour Access:

- Checking & Savings Accounts
- Loans & Credit Lines
- Mortgages
- Credit Cards

### 24-hour Services:

- Transfer funds between accounts
- Make Line of Credit, Loan or Credit Card payments
- Apply for a Line of Credit, Loan or Mortgage
- Reorder checks
- Verify a check
- Activate your debit card
- Change your debit card PIN
- Place stop payments
- Report a lost/stolen card
- Request a temporary card block
- Request a card pin mailer

### 24-hour Answers:

- Checking and savings transactions
- Rate information
- Products and services information
- Online banking and bill pay assistance



## To get you started, here are the main Bankoh by Phone® options:

Press **1** to access your account information (enter any of your account numbers and PIN)

Press **2** to make transfers and payments, place stop payments and reorder checks

Press **3** for Bank of Hawaii products and rate information

Press **4** for debit card maintenance, internet banking and bill pay assistance or to report a lost/stolen card

Press **7** for card activation service

## How to activate your Bankoh by Phone service

Bankoh by Phone is a free service to all clients having a Bank of Hawaii personal or business account. To activate your Bankoh by Phone service, simply call:

- **In Hawaii:** 643-3888
- **In U.S. Mainland and Canada:** 1-888-643-3888
- **In Guam & Saipan:** 1-877-553-2424
- **In American Samoa:** 684-633-2872
- **In Palau:** 680-488-3338
- **TTY:** 1-888-643-9888

If you are a business client, please contact your relationship officer or visit any Bank of Hawaii branch to activate your Bankoh by Phone service.

We're looking forward to serving you on our convenient automated banking system. And if you need assistance, we're here 24-hours a day, seven days a week.

1. Call Bankoh by Phone and select option "1"
2. Enter your account or debit card number, followed by the # key
3. Enter your default PIN, followed by the # key
4. The system will prompt you to change the default PIN to a new customer-selected PIN
5. Enter your new customer-selected PIN
6. Re-enter your new customer-selected PIN
7. To confirm your PIN change, please enter your old PIN (which is the default PIN)
8. Once these steps are completed, Bankoh by Phone is activated

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# BANKOH BY PHONE SERVICE SELECTIONS

## 1 ACCOUNT INFORMATION

- 1 Check Number Search
- 2 Last 5 Transactions
- 3 Dollar Amount Search
- 4 Balance Inquiries
- 5 Inquire on Another Account
- 6 Transfers & Payments
- 7 Additional Activity
- 8 Pending Transactions

## 2 ACCOUNT TRANSACTIONS

- 1 Transfers & Payments
  - 1 Transfer Funds
  - 2 Make BOH Payments
  - 3 Review Transfers & Payments
- 2 Request Checking Transaction History via Fax
- 3 Place Stop Payments
- 4 Reorder Checks
- 5 Inquire on Another Account
- 6 Change Bankoh by Phone PIN

## 3 NEW ACCOUNTS/RATES

- 1 Loan by Phone
  - 1 Apply for a Credit Line
  - 2 Apply for a Mortgage
  - 3 Loan Applications via Fax
- 2 Rate Information
  - 1 Foreign Currency
  - 2 Deposit Account Rates
  - 3 Residential Mortgage Rates
  - 4 Pacific Capital Funds\* Rates
- 3 Speak to a New Account/ Loan Application Status Representative

## 4 CARDS, e-BANKOH, AND ALL OTHER SERVICES

- 1 Debit Card Assistance
  - 1 Report Lost/Stolen Card
  - 2 Reactivate/Unlock Card
  - 3 Request a PIN Reminder
  - 4 Change Your Existing PIN
  - 5 Place a Travel Notification
- 2 e-Bankoh Assistance
  - 3 Rewards ID No./Credit Card Info
  - 4 Vendor or Merchant Assistance
    - 1 Verify Funds on a Check
    - 2 Obtain a payoff on a BOH loan/line of credit

SERVICE COLOR KEY ● All Customers ● State of Hawaii only

## 7 CARD ACTIVATION LINE

## QUICK TIPS

### Getting Around

- ▶ To repeat the menu options press **9**
- ▶ To return to the previous menu options press **#**
- ▶ To speak to a Bankoh by Phone representative press **0**
- ▶ You can bypass the introduction by entering your selection at any time. (Example: Dial 1-888-643-3888, upon connecting press **1** to go directly to the Account Information option.) However, when a holiday or issue message is on, it cannot be skipped.

### Entering Account Numbers

- ▶ Enter any complete account number (including any leading zeros) listed on your Bankoh by Phone file and use the same PIN.
- ▶ If you enter any part of an account number incorrectly, press **#**, listen for the message, then enter the correct account number.
- ▶ While using the Inquire on Another Account option, Transfer Option, or Payment Option, press the **\*** key to hear a listing of your available Bankoh by Phone accounts. Then enter the number that coincides with the account you wish to access. You may also use the **\*** key to advance to the next account number on the listing without waiting to hear the entire account number announced.

### Ending Your Call

- ▶ When you have finished using Bankoh by Phone, simply hang up or stay on the line to listen to the automated message for additional menu options.

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## MY ACCOUNTS

Account Number

Account Type

Account Number

Account Type

Account Number

Account Type

Account Number

Account Type