



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.

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
- Reorder checks
- Verify a check
- 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



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

Press **1** to access account information, make transfers and payments, place stop payments and reorder checks

Press **2** for debit card maintenance

Press **3** to report fraud, file a dispute and check dispute status

Press **4** for mobile app, online banking, bill pay and Zelle® assistance

Press **5** for Bank of Hawaii products and rate information

Press **6** to verify check, loan/line of credit payoff (excluding home equity line) and foreign exchange

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

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.

1. Call Bankoh by Phone and select option "1"
2. Enter your account or debit card number
3. Enter your default PIN
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

Continues on back.

BANKOH BY PHONE SERVICE SELECTIONS

1 ACCOUNT INFORMATION, TRANSFERS & PAYMENTS

- 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
 - 1 Place Stop Payment
 - 2 Interest Earned
 - 3 Last 5 Debits
 - 4 Last 5 Credits
 - 5 Place Check Order
 - 6 Change Bankoh by Phone PIN

2 CARD MAINTENANCE

- 1 Report Lost/Stolen Card
- 2 Reactivate/Unlock Card
- 3 Place a Travel Notification
- 4 Card PIN Assistance
 - 1 Request a PIN Reminder
 - 2 Change Your Existing PIN
- 5 Change Card Spending Limit
- 6 HawaiianMiles® Rewards #

3 FRAUD & DISPUTES

- 1 Report Fraud
- 2 File A Dispute
- 3 Check Dispute Status

4 ONLINE SERVICES

- 1 Mobile App Assistance
- 2 e-Bankoh® Assistance
- 3 Bill PaySM Assistance
- 4 Zelle® Assistance

5 APPLY FOR A LOAN, NEW ACCOUNTS & RATES

- 1 BOH Products, Promotions, and Loan Status Information
- 2 Apply for a Loan
 - 1 Apply for Personal Loan or Credit Line
 - 2 Apply for a Mortgage
- 3 Rate Information
 - 1 Deposit Account Rates
 - 2 Residential Mortgage Rates
 - 3 Pacific Capital Funds Rates*

6 VERIFY CHECK, LOAN PAYOFF & FOREIGN EXCHANGE

- 1 Verify Funds on a Check
- 2 Obtain Payoff on a BOH loan/line of credit (excluding home equity line)
- 3 Foreign Exchange
 - 1 Order Foreign Currency
 - 2 Foreign Currency Information

SERVICE COLOR KEY ● All Customers ● State of Hawaii only

QUICK TIPS

Getting Around

- ▶ 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.

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.

In Hawaii: 643-3888

In U.S. Mainland and Canada:
1-888-643-3888

In Guam and Saipan: 1-877-553-2424

In American Samoa: 684-633-2872

In Palau: 680-488-3338

TTY: 1-888-643-9888

MY ACCOUNTS

Account Number

Account Type

Account Number

Account Type

Account Number

Account Type

Account Number

Account Type