



# 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
- Mortgages
- Loans & Credit Lines
- Credit Cards

### 24-HOUR SERVICES:

- Transfer funds between accounts
- Place stop payments
- Make Line of Credit, Loan or Credit Card payments
- Report a lost/stolen card
- Reorder checks
- Request a temporary card block
- Verify a check
- Request a card pin mailer
- Change your debit card PIN
- Checking and savings transactions
- Rate information



**Our voice-activated Bankoh by Phone system lets you SAY what you need, like "Check my balance."**

To get you started, here are some common voice prompts that you can use:

- "Account balance"
- "Report fraud"
- "Change my PIN"
- "Forgot my user ID"
- "Cancel lost check"
- "Rate information"
- "Travel notification"

## How to activate your Bankoh by Phone service

Bankoh by Phone is a free service for eligible Bank of Hawai'i personal or business accounts. To activate your Bankoh by Phone service, simply call:

- **In Hawai'i:** 808-643-3888
- **In U.S. Mainland and Canada:** 1-888-643-3888
- **In Guam & Saipan:** 1-877-553-2424
- **In Palau:** 1-680-488-3338

<sup>1</sup>Valid Social Security Number (SSN) or Taxpayer Identification Number (TIN) is required for Bankoh by Phone access

## Steps:

1. Call Bankoh by Phone and say "activate Bankoh by Phone"
2. Enter your account number 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

If you need your default PIN, please inquire with a branch or contact center representative.

**We're looking forward to serving you on our convenient automated banking system.**

# BANKOH BY PHONE | COMMON VOICE PROMPTS

| ACCOUNT INFORMATION, TRANSFERS & PAYMENTS                                                                                                                                                   |                                                                                                                                                                                                  | CARD MAINTENANCE                                                                                                                                                         |                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• “Account balance”</li> <li>• “Recent transactions”</li> <li>• “Check my deposit”</li> <li>• “Recent credits”</li> <li>• “Recent debits”</li> </ul> | <ul style="list-style-type: none"> <li>• “Transfer funds”</li> <li>• “Cancel lost check”</li> <li>• “Place stop payment”</li> <li>• “Pay my credit card”</li> </ul>                              | <ul style="list-style-type: none"> <li>• “Lost debit card”</li> <li>• “Activate debit card”</li> <li>• “Change card PIN”</li> <li>• “Reactivate blocked card”</li> </ul> | <ul style="list-style-type: none"> <li>• “Travel notification”</li> <li>• “Hawaiian miles number”</li> <li>• “Card reward number”</li> </ul>                                      |
| FRAUD & DISPUTES                                                                                                                                                                            | ONLINE SERVICES                                                                                                                                                                                  | APPLY FOR A LOAN, NEW ACCOUNTS & RATES                                                                                                                                   |                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>• “Dispute a charge”</li> <li>• “Unauthorized purchase”</li> <li>• “Report fraud”</li> </ul>                                                         | <ul style="list-style-type: none"> <li>• “Mobile app help”</li> <li>• “Online banking help”</li> <li>• “Bill Pay help”</li> <li>• “Forgot my user ID”</li> <li>• “Forgot my password”</li> </ul> | <ul style="list-style-type: none"> <li>• “Apply for a loan”</li> <li>• “Apply for a mortgage”</li> <li>• “Application status”</li> </ul>                                 | <ul style="list-style-type: none"> <li>• “Loan status”</li> <li>• “Open an account”</li> <li>• “Rate information”</li> </ul>                                                      |
| VERIFY CHECK<br>(STATE OF HAWAI‘I ONLY)                                                                                                                                                     | FOREIGN EXCHANGE<br>(STATE OF HAWAI‘I ONLY)                                                                                                                                                      | LOAN PAYOFF                                                                                                                                                              | GENERAL                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>• “Verify check”</li> <li>• “Is my check good”</li> </ul>                                                                                            | <ul style="list-style-type: none"> <li>• “Foreign exchange rate”</li> <li>• “Currency rates”</li> <li>• “Rate for Japanese Yen”</li> </ul>                                                       | <ul style="list-style-type: none"> <li>• “Loan payoff information”</li> <li>• “How much is left on my loan”</li> </ul>                                                   | <ul style="list-style-type: none"> <li>• “Routing number”</li> <li>• “What time does the Ala Moana branch open?”</li> <li>• “What time does the Waipahu branch close?”</li> </ul> |

## QUICK TIPS

### Voice Commands

- For best results, use voice commands in a quiet environment.
- Keep commands short, clear, and direct.
- If your command isn’t recognized, you’ll be guided to the touch-tone menu.

### Getting Around

- To bypass prompts, enter your next selection at any time.
- To return to the previous menu, press **#**.

### Entering Account Numbers

- Enter your BOH account/ card number including any leading zeros.
- If the account or card number is entered incorrectly, listen to the message and try again.

### Ending Your Call

- To end your call, hang up or stay on the line to hear more menu options.

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**In Palau:** 1-680-488-3338

**TTY:** 1-888-643-9888