

# Welcome to EASE by Bank of Hawaii






With a debit card and no checks, EASE is a banking alternative that simplifies managing your account.

## EASE Features:

- No check writing - helps avoid bounced checks
- No overdraft fees
- Waived monthly service fee with enrollment of online statements

## Ways to Maximize Your Account:

 Manage Your Account	 Make Deposits	 Pay Bills
Sign up for online statements by enrolling in online banking through e-Bankoh Online Banking Services (instructions available on the FAQs.)	Sign up for direct deposit (check with your employer if this option is available.)	Conveniently pay bills online through e-Bankoh Bill Pay. Free for the first two months, then \$5.95 per month.

## Your Account Information:

You may use your routing and account information to set up direct deposit (please refer to our Frequently Asked Questions on the back of this welcome letter). Your employer will provide documents that you will need to complete using the information below.

**Routing Number (State of Hawaii): 121301028**

**Routing Number (West Pacific Islands): 121405018**



Member FDIC

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## Set Up Direct Deposit Today

Use the form below to set up Direct Deposit with your employer or government benefits provider.

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Check one:

Routing No. (State of Hawaii): 121301028

Routing No. (West Pacific Islands): 121405018

Account Number \_\_\_\_\_

### How much of each paycheck would you like to Direct Deposit?

Entire paycheck, or

A portion:

\_\_\_\_\_ % of paycheck or

\$ \_\_\_\_\_ of paycheck

Bank of Hawaii

P.O. Box 2900, Honolulu, HI 96846

\_\_\_\_\_  
Sign to approve

I authorize my Employer/Payor to initiate credit entries and, if necessary, to initiate debit entries and adjustments to correct any erroneous entries for direct deposit of above payroll/other amount to the above account at Bank of Hawaii on a recurring basis until I notify you in writing that I revoke this authorization.

# Frequently Asked Questions

## About EASE by Bank of Hawaii

### **I opened my account, now what?**

Within 5 – 8 business days, you will receive your new EASE by Bank of Hawaii Visa® Debit Card and a Personal Identification Number (PIN) in the mail, separately. With no checks, it's easy to manage your EASE by Bank of Hawaii account with your debit card. Use your EASE Debit Card at any Bank of Hawaii ATM to get your balance, withdraw cash, or make a deposit. You can also make purchases at any store that accepts Visa.

### **How do I enroll in e-Bankoh Online Banking?**

Enrollment for e-Bankoh® can be completed through a self-enrollment process by visiting our website at [www.boh.com](http://www.boh.com) or by contacting our 24 Hour Customer Service Center.

### **How do I sign up for Online Bank Statements?**

Online Bank Statements provide customers the option to view, save or print statements. To sign up for Online Bank Statements, simply log into your online e-Bankoh account. Click on the "Customer Service" tab, and select 'Change Document Delivery Method' in the Account Maintenance column. Using the drop-down box in the 'Delivery Method' column, you can select online or paper statements. As a reminder, to get the monthly service fee for your account waived, sign up for Online Bank Statements within two statement cycles of opening your account.

### **Can I make mobile deposits to my account?**

With Mobile Deposit Service, you can deposit your checks at your convenience, whether you're out and about or relaxing at home. Mobile Deposit is exclusive to our Mobile Banking\* apps.

*\*Mobile Banking Service requires enrollment in e-Bankoh Online Banking. An internet-enabled device is required to access e-Bankoh Mobile Banking App or [www.BoH.com](http://www.BoH.com). Standard data usage fees apply. Please contact your carrier for details. Text messaging fees from your wireless carrier may also apply. Your mobile device must be registered through the Mobile Banking service enrollment process.*

### **How do I sign up for direct deposit?**

To find out if direct deposit service is available through your employer, contact your payroll or personnel department. If your employer offers this service, give your employer your Bank of Hawaii account number and routing number. For Social Security/Supplemental Security or other federal government income, call the Social Security Administration toll free at 1-800-772-1213 or visit one of our branches. For other types of payments, contact the payer.

### **How do I pay my bills online?**

e-Bankoh Bill Pay\*\* makes paying your bills easy and convenient. All you need to do is add your payee's information (individuals or businesses); then you can make a payment from your computer or your mobile device anytime, anywhere! Bill Pay will be free for the first two months and then you will be charged a \$5.95 monthly fee. You can cancel the service at any time.

*\*\*You must enroll in e-Bankoh Bill Pay to use this service on e-Bankoh Online Banking and/or e-Bankoh Mobile Banking. Fees may apply.*

### **Need Help?**

Our Call Center is available 24 hours a day, 7 days a week.

#### **In Hawaii**

643-3888

#### **In Palau**

680-488-3338

#### **In U.S. Mainland and Canada**

1-888-643-3888

#### **TTY/TDD**

1-888-643-9888

#### **In Guam and Saipan**

1-877-553-2424