

## BOV Telephone Banking Menu Guide

- Phone 2132 2121
- Enter User Identification Number on the telephone key pad
- Press #
- Press 1 to login without BOV Securekey assistance or Press 2 to login with BOV Securekey assistance.
- Key in the 6-digit BOV Securekey generated number on the telephone key pad
- Press #
- Follow voice prompts

### Main Menu and Sub-Menus

#### Press 1 - Account Information Menu

- For balance enquiry, press 1
- To list your recent transactions, press 2
- To return to the Main Menu press \*

#### Press 2 - Transfer Funds Menu

- To transfer funds between own accounts, press 1
- To transfer funds in € to third parties press 2
- To transfer funds in Foreign Currency to third parties, press 3
- To effect a Bill Payment, press 4
- To return to Main Menu, press \*

#### Press 3 - To make a request to the Bank

- To order an account statement, press 1
- To order copies of encashed cheques, press 2
- To order a cheque book, press 3
- To request a new PIN, press 4
- To change your language option, press 6
- To return to Main Menu, press \*

#### Press 4 - To Access Other Information

- For Exchange Rate Information, press 1
- For BOV Group Products and Services, press 2
- For assistance to change your BOV Securekey PIN, press 3
- To return to Main Menu, press \*

#### Press 5 - To listed to your Mail Box messages and Friendly Codes

- To listen to your messages from BOV, press 1
- To listed to your Friendly codes, press 2
- To return to the Main Menu, press \*

#### Press 6 - For Other Services

- To log out of the Menu press \* button
- To return to the Main menu from a sub-menu, press\* button
- When inputting € amounts, press \* button for decimal points (e.g. €120.15 press 120\*5)
- To terminate call press # and \*

### Using the Short Cuts

The Main Menus and sub-menus can be accessed by their shortcut number

Eg	Main Menu	and	Sub-Menu
To effect a bill payment press	2	and	4
To listen to your friendly codes, press	5	and	2

### Account Codes

Account No	Account Type	Code
40012345678	Current Account	06
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

### For BOV 24x7 Banking

Telephone Banking: dial 2132 2121  
 Customer Call Centre Banking: dial 2131 2020  
 Internet Banking log on at [www.bov.com](http://www.bov.com)  
 E-mail: [customer@bov.com](mailto:customer@bov.com)  
 BOV Mobile Banking, download the APP from the Google Play Store or from the iTunes store for your Android or iPhone

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