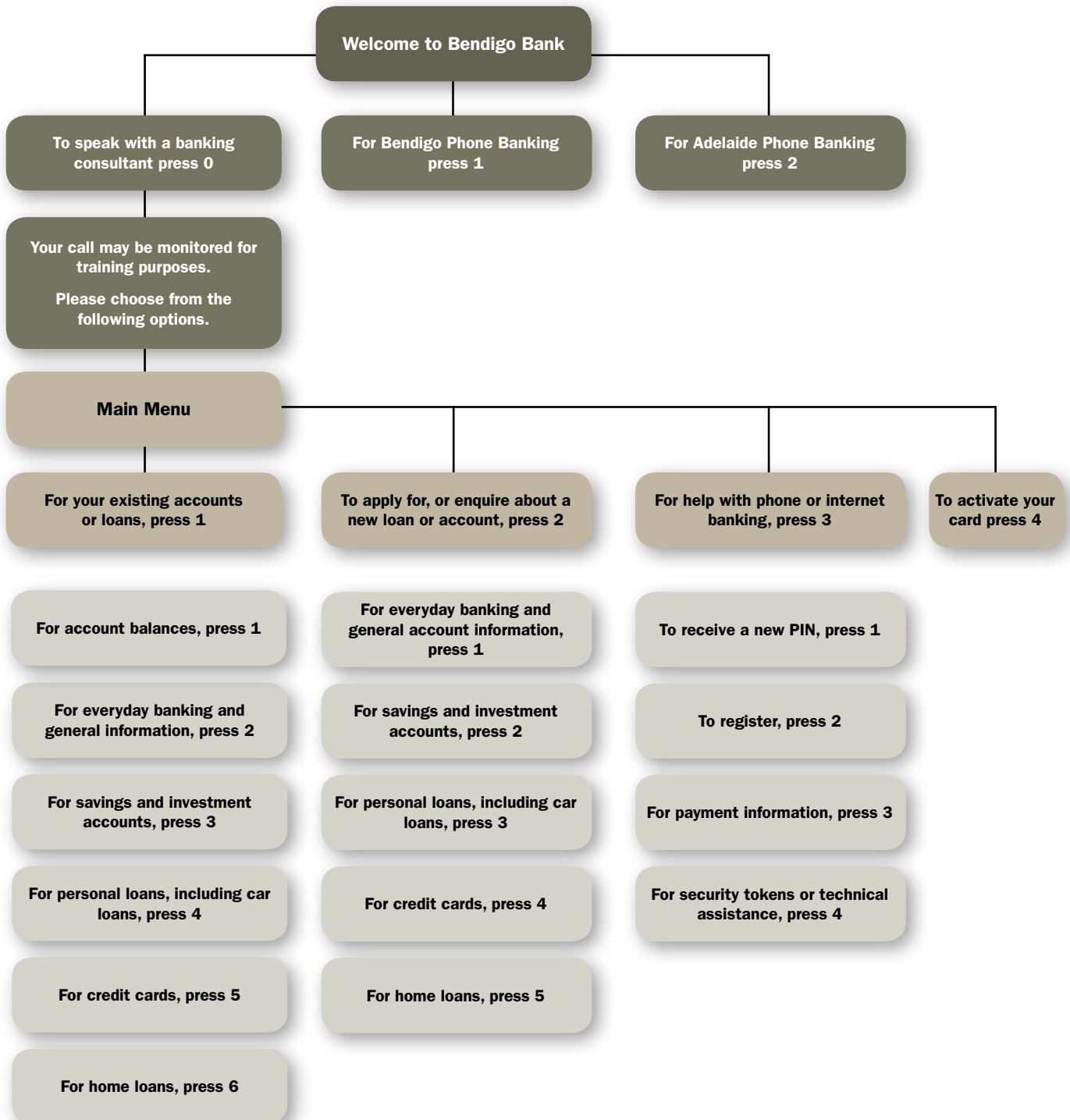


Customer Menu



At anytime customers can use the following options.

To return to the main menu,
press 7

To repeat these options,
press 8

To speak with a
banking consultant, press 0

Menu Guide

Common Enquiries

Customer Questions / Objections	Answer
I want an Interim Pin for e-banking	Press 0 then 3 then 1
I want to register for internet banking	Press 0 then 3 then 2
My security token isn't working	Press 0 then 3 then 4
I am having trouble with my internet and need to make a payment	Press 0 then 3 then 3
I want to apply for a new Home Loan	Press 0 then 2 then 5
I want some general account information (periodical payments, balances etc.)	Press 0 then 1 then 1
I don't want to use the menu	Press 0 then 0
I want to use Bendigo Phone Banking	Press 1
I want to know the interest amount on my account	Press 0 then 1 then simply select the appropriate product from the menu.
I have lost my card and need to cancel it	Press 0 then 1 then 1
I want to activate my card	Press 4