

# Using telephone banking

The number to call is 08-618 16 50 from within Sweden or +46-8-618 16 50 from abroad. You can conduct your business yourself using the Automated Service 24 hours a day or get personal service by talking to a bank employee. Personal Service is available every day between 7.00 a.m. and 11.00 p.m.

For your security, you will have a personal security code. In addition, all calls to Personal Service will be recorded. This means that you can always check that your transaction has been carried out as requested. Telephone banking is free.

- List of options.....9#
- Repeat most recent information.....0#
- Repeat last message read.....\*
- Cancel current service.....#
- Cancel key error.....\*
- Transfer to other account.....10#
- Transfer to different personal identity/company registration number.....90#
- Transfer to Personal Service.....50#
- Change personal security code.....92#
- Terminate call.....\*\*

Code to be used for Automated Service\* transactions on investment funds.

## Savings funds

Alliarnsford I.....	101
Alliarnsford II.....	102
Alliarnsford III.....	103
Alliarnsford IV.....	104
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## Mutual fund/Unit trus funds

Svegeford.....	201
Kapitalinvest.....	202
Ethica Sverige Global.....	204
Contura.....	205
Globalford.....	206
Realinvest.....	207
Skogsfond.....	208
Smablag Norden.....	209
Pacificford.....	210
Exportford.....	211
Amerikaford.....	213
Euroford.....	214
Kommunikationsford.....	215
Ravarurford.....	217
Nordenford.....	218
Privatiseringsford.....	219
Japanford.....	220
Osteuroford.....	222
Aktia Capital.....	223
Ethica Miljo Sverige.....	224
Finansford.....	225
Rysslandsford.....	227
Smablagford Europa.....	230
Smablagford Sverige.....	231
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Balkanford.....	238
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BRIC.....	240
Momentum.....	241
Stella Sverige.....	242

## Robur Access

Stella Europa.....	243
Stella Smablag.....	247
Globalford Lux.....	301
Euroford Lux.....	302
Perforna Global.....	413
Effektiva Varlden.....	517
Afrikaford.....	518

## Fixed-income funds

Access Offensiv.....	750
Access Modig.....	751
Access Balansrad.....	752
Access Emerging Markets.....	754
Access Forsiktig.....	755
Access Trygg.....	757

## Mixed funds

Ranteford Sverige.....	401
Obligationsford.....	402
Penningsmarkadsford.....	403
Ranteford Europa.....	404
Ethica Ranta.....	405
Exacta Mars.....	407
Exacta September.....	408
Realranteford.....	411
Global Ranteford.....	501
Svensk Obligationsford.....	502
Svensk Likviditetsford.....	503
Euro Ranteford.....	505
Foretagsobligationsfonden.....	519

\*For transactions on other funds, please contact Personal Service or your nearest branch.

# Swedbank and savings banks

800 branches | [swedbank.se](http://swedbank.se) | 08-618 16 50 | Welcome!



och Sparbankerna



Swedbank

Telephone banking 08-618 16 50  
Quick User's Guide

# Getting started:

- 1 Call 08-618 16 50.  
Press 1# for Automated Service,  
2# for Personal Service or  
3# for Information.
- 2 Enter your personal identity number.
- 3 Enter your personal security code.
- 4 Select service.
- 5 Enter account code or account number.

After each key selection, please press #.

● Automated Service

● Personal Service

## Check available balance

- Available amount, including any credit.....10#
- Repeat available amount.....11#
- Available amount, overdraft facility on card.....22#
- Current balance .....14#

## Check most recent transactions

- Most recent transactions .....12#
- Most recent transactions, card credit.....23#
- Amounts paid into account, not credited .....16#
- Amounts paid from account, not debited.....15#
- Giro transfers made\* .....32#

## Make transfers

- Between own and joint accounts .....20#
- To another person's account at the bank\*.....20#
- To/from card credit.....21#
- Top up Prepay account\* .....73#
- International payments ..... Change to Personal Service, press 50#
- Pay bills ..... Change to Personal Service, press 50#

## Borrow money

- Information on amount owed, interest rate and amount remitted .....60#
- Apply for loan..... Change to Personal Service, press 50#

## Buy/sell shares

- Check buy/sell order placed.....35#
- Buy/sell shares ..... Change to Personal Service, press 50#

## Services

- Order statement of account by mail .....17#
- Cancel request for statement of account by mail.....18#
- Order statement of account by fax\* .....19#
- Order charge card application form.....25#

## Savings

- Invest in fund .....42#
- Make withdrawal from fund .....43#
- Transfer investment .....44#
- Value of individual investment fund .....40#
- Value of trust savings account.....41#
- Open trust savings account, change monthly investments..... Change to Personal Service, press 50#
- Bospar - balance and points.....31#

\* Subscription required. Call Personal Service to subscribe to this service.

## Notes

Do *not* write your personal security code here

# Frequently used menu options

## Connect to "Quick Balance via mobile phone":

Call Automated Service on 08-618 16 50 from your mobile phone. Press 70# to connect. When dialing from this mobile, your available amount is given automatically.

- Top up Prepay account\* .....73#
- Available amount, including any credit .....10#
- Most recent transactions.....12#
- Amounts paid into account, not credited.....16#
- Transfer between own and joint accounts.....20#
- Transfer to another person's account at the bank\*.....20#
- Check buy/sell order placed.....35#
- Order charge card application form.....25#

## Further options:

- List of options .....9#

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You can connect to Personal Service at any point to speak to a bank employee every day between 7.00 a.m and 11.00 p.m.