

The Telephone Bank

The most direct route to the bank.



Your finances are never far away.

We aim to give you the best possible service, when you need it. This could mean anything from getting a quick decision to discussing your finances late at night, depending on your current situation. Maybe you're about to buy a house, or perhaps you want to transfer money to your current account. Or it could be that you have just found out that you ought to increase your pension savings.

The Telephone Bank allows you to manage most of your finances, just like a normal bank branch. You can either do this yourself using the Automated Service, or get help from a member of our staff by using the Personal Service. Wherever you are, and at virtually any time of the day.

Welcome to the Telephone Bank!



0771-22 11 22 – as personal as you want it to be.

The Telephone Bank can be just as personal as you want it to be. Choose between the Personal Service and the Automated Service. Both services are free of charge, and you can reach us on a single number: 0771-22 11 22.

**Personal Service. all day -
07:00-23:00.**

Would you like to discuss your finances, or get personal assistance with a transaction? If so, choose the Telephone Bank's Personal Service (2#) and speak to one of us here at the bank. You can discuss anything from pensions to current home loan rates with us. If necessary, we will make sure you get to talk with someone who specialises in whatever you need help with.

**Automated Service: 24 hours a day,
365 days a year.**

Sometimes, of course, it is easier and more convenient to do things yourself. If you want to carry out a quick transaction, the Telephone Bank's Automated Service (1#) is the ideal choice. By pressing a few keys on a touch-tone telephone, you can do most of your banking, 24 hours a day. If there is anything you are not sure about, you can switch to the Personal Service (50#) at any time.

Please note that some savings banks may have a different telephone number or offer different services. Contact your bank to find out more.

The Telephone Bank lets you do the following:

The Telephone Bank allows you to manage most of your finances, using either the Automated Service or the Personal Service.

Securities

- Check executed orders.
- Buy and sell securities.

Unit trusts and insurance

- Buy, sell and obtain information on your unit trusts, and check the value of your unit trust savings.
- Take out and find out about e.g. non-life insurance and security insurance.

Pensions

- Start, amend and obtain information on pension savings.

Accounts

- Check balance and available amount for your accounts.
- Open and close accounts.

Rate information

- Current rates for securities and currencies.

International payments

- Make payments to other countries.

Transfers

- Move money between your accounts and to other people's accounts at the bank.
- Add, amend or remove standing orders.

Cards

- Apply for debit and charge cards.
- Order new cards and cancel lost cards.

Loans

- Interest information for your loans.
- Repayments and applying for new loans.

Information

- About the bank's range of e.g. savings, investments and loans.

Mobile telephony

- Top up Prepay account.





The bank and your mobile. The perfect combination for people on the go.

By combining the Telephone Bank and your mobile phone, you can get the most out of the bank. It is the perfect combination for people on the go! The services are free of charge – all you pay is any operator connection and call charges.

Load top-up card

If you have a top-up card for your mobile phone, you can load it quickly and easily using the Telephone Bank's Automated Service. 24 hours a day, wherever you are. Connect to the service via the Personal Service or the Internet Bank, and then top up your mobile using the Telephone Bank's Automated Service by selecting 73#.

Quick Balance via the Telephone Bank

Quick Balance via the Telephone Bank allows you to check how much money there is in your account, quickly and easily. To connect to the service, select

70# using the Automated Service. Once you are connected to the service, your available balance will be given automatically each time you call the Telephone Bank from your mobile phone. No need to enter any codes!

Personal Service and Automated Service

You can of course call the Telephone Bank from your mobile using our telephone number. You will get access to the same services as always, and you can even carry out transactions by pressing buttons using the Automated Service.

About the Telephone Bank:

Using the Telephone Bank is easy – no matter what you need, where you are, or what time it is. Here are a few practical details which it is worth knowing about:

Using the Telephone Bank is free.

You can easily connect to the Telephone Bank via the Internet Bank or at your local branch. The service is free of charge – all you pay for is any connection and call charges, regardless of whether you choose to use the Personal Service (2#) or the Automated Service (1#).

020-32 33 32: Automated Service for the visually impaired.

If you are visually impaired, you can call the Automated Service free of charge, 24 hours a day. The number to use is 020-32 22 32. For the Personal Service, use our normal number (0771-22 11 22).

020-25 00 26: Personal Service for the hard of hearing.

If you are hard of hearing, you can contact the Personal Service via a text phone or a connected computer. You can call us on 020-25 00 26, and the opening hours are the same: 07:00-23:00, seven days a week. The call and the service are both free of charge.

From abroad: +46 771 22 11 22.

Of course, you can still call the Telephone Bank if you are abroad. Remember to dial +46 for Sweden, and leave off the first zero from the telephone number. As always, all you pay is the cost of the call.

