

Talking ATMs

A step-by-step guide
for people with a
disability



Our ATM will talk you through it

Westpac Talking ATMs will talk you through your transactions. They make it easier for you to withdraw cash and check your balances. Just follow the simple spoken instructions as described in this brochure.

Ask for a free audio earpiece.

Talking ATMs are compatible with standard 3.5mm earphones. You can use your own earphones or pick up one for free from selected branches. Locations for your closest branch or Talking ATM can be found on the

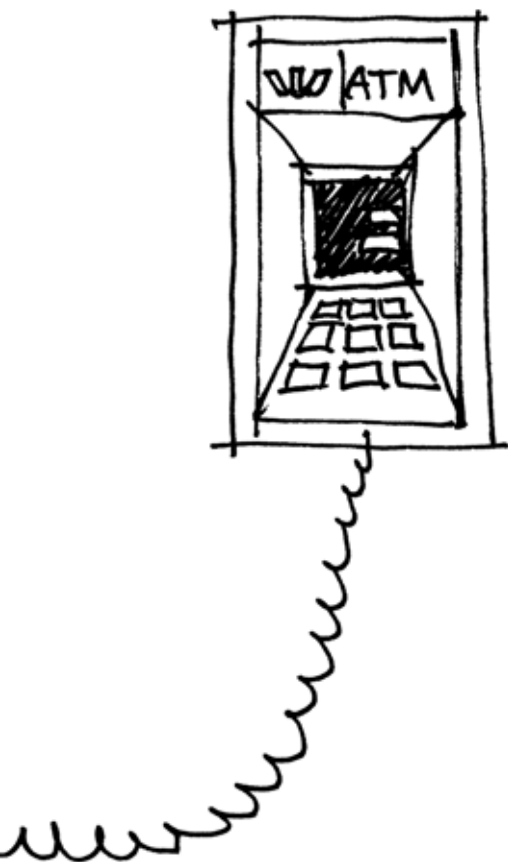
Westpac website
www.westpac.co.nz

or by calling
Telephone
Banking on
0800 400 600
for assistance.



Things you can do

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Getting started

Talking ATMs are available at selected Westpac locations. They'll give you clear verbal instructions and you'll receive confirmation of your selections at each step. This will ensure you can feel confident you've entered the right information.

The tactile labelling can assist you in locating where to insert your card and get your cash and receipt.

1. Plug your earpiece or earphones in the audio jack. You will hear an introduction to the Talking ATMs and information on how to use them.
2. You will then be prompted to insert your ATM card.
3. Enter your PIN and press 'ENTER' (Raised "O"). The 'ENTER' key is to the right of the number 9. If you make a mistake, just press 'CLEAR'. The 'CLEAR' key (Raised "I") is located to the right of the number 3.

- A** You can now use the keypad to make all your selections. There is a raised pip on number 5 to help guide you.
- B** Plug in your earpiece here.

Tactile labelling can assist you in locating where to:

- C** Insert your card.
- D** Remove your cash.
- E** Get a receipt.



Press 1 to withdraw cash

Our Talking ATMs let you make withdrawals from any account linked to either your Visa card, MasterCard or debit card.

1. Account choice.

Press to withdraw from your cheque account

Press to withdraw from your savings account

Press to withdraw from your Visa card or MasterCard account

2. Selection of 'amount'.

Enter the amount and press 'ENTER'. The 'ENTER' key (Raised "O") is to the right of the number 9. If you make a mistake, just press 'CLEAR'. The 'CLEAR' key (Raised "I") is located to the right of the number 3.

3. Receipt option.

You will be asked if you would like a receipt.

Press if Yes Press if No

4. Completing your transaction.

Your request will be processed and the ATM will remind you to take your card, your cash, and your receipt if you asked for one.

Press 2 to get an account balance

Talking ATMs will tell you the balance of any account you select from those listed and will also give you a receipt.

1. Account choice.

Press for the balance of your cheque account

Press for the balance of your savings account

Press for the balance of your Visa card or MasterCard account

2. Account balance.

The ATM will tell you the balance of your chosen account and remind you to take your receipt.

3. Other requests?

You will be asked if there is anything else you wish to do.

Press if Yes Press if No

4. Completing your transaction.

At the end of your transaction, the ATM will remind you to take your card and receipt if you asked for one.

Here's your receipt. Please keep it for your records. After proof and verification by Westpac, this will appear on your next statement.

Please do not litter. Be a tidy Kiwi.

```
DATE      TIME  ATM ID
13/12/05  11:07 W1AR202C

PRICE WATERHOUSE TOWER AK
540223-305      SEQ:  7178

ENQUIRY
FROM  CHQ 0228  SUFFIX 00
CURRENT BAL           $200.71
MONEY AVAIL          $200.71
```

 Westpac

Where to find a Talking ATM

Locations for Talking ATMs can be found on the Westpac website www.westpac.co.nz or by calling Telephone Banking on **0800 400 600** for assistance.



Need help?

If you're interested in using a Talking ATM, please ask one of our staff for a demonstration.

The information in this brochure is current as at March 2006 and subject to change without notice.

Westpac New Zealand Limited

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