

Automated Telephone Banking Service

Handle everyday bank services using Automated Telephone Banking Service, dial 0771-42 11 00.

Instructions

Dial the telephone number and follow the instructions you hear. If you wish to hear a message again, press the * key. If you wish to proceed, you can select a function before the message ends.

You can always interrupt a function by pressing 9 and the # key. You can end a call at any time by pressing 0 and the # key.

- 1 Enter your 10-digit personal identity number and press the # key.
- 2 Enter your personal code and press the # key.
- 3 If you wish to proceed, press 1 and the # key. If you wish to change your personal code, press 2 and the # key.
- 4 Enter the number of the desired function.

Find out which accounts are available to you

- 1 Press 11 and the # key.

Request a balance statement

- 1 Press 12 and the # key.
- 2 Enter the account number and press the # key.

Get details about transactions conducted over the past 45 days

- 1 Press 13 and the # key for the 15 most recent transactions.
- 2 Enter the account number and press the # key.
- 3 Press 1 and the # key for 5 more transactions.

Get details about upcoming payment orders in Betalservice Internet

- 1 Press 14 and the # key for 10 upcoming payment orders.
- 2 Enter your account number and press the # key.
- 3 Press 1 and the # key for 5 more orders.

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Automated Telephone Banking Service, cont.

Find out the value and the number of units in Fondkonto

- 1 Press 15 and the # key.
- 2 Enter the account number and press the # key. You then receive statements of the balance and the total unit value of your account.
- 3 Press 1 and the # key if you wish to know the unit value and the number of units linked to each fund. The value of the units is indicated as per the bank's latest fund update.

Transfer money

- 1 Press 21 and the # key.
- 2 Enter the account number you wish to transfer money from and press the # key.
- 3 Enter the desired amount (SEK) and press the # key.
- 4 Enter the account number you wish to transfer money to and press the # key. By transferring money to your Fondkonto, you automatically purchase units in the funds you selected for automatic purchases.
- 5 Your transactions will be read to you. Press 1 and the # key to confirm. Press 2 and the # key to enter a new amount. Press 3 and the # key to start over. Do not end the call until the transactions have been confirmed.

NB: Transfers between your own accounts are limited to SEK 250 000 per day; transfers to other private individuals' accounts are limited to SEK 25 000 per day.

Find out which functions are available for transfers

- 1 Press 20 and the # key.

Find out which functions are available for account information

- 1 Press 10 and the # key.

Listen to an overview of the Automated Telephone Banking Service

- 1 Press 99 and the # key.

More information

Telephone: 0771-365 365

E-mail: kundcenter@seb.se

Webb site: www.seb.se