

Banking services for those without online access

I am supporting my colleague Andrew Bayly's inquiry into how branch closures and the withdrawal of cheques are affecting the day to day lives of vulnerable New Zealanders. My electorate office team are receiving increased queries about access to banking services for those without computers, tablets or smartphones. We asked the major banks to provide an update about what they offer locally for these customers.



ANZ provides 24/7 phone banking by calling 0800 103 123. To talk to a real person, call from 6am – midnight, 7 days a week by pressing 0 from the main menu.

To enquire about a community workshop regarding phone and internet banking, please contact the local branch team on 07 557 7331.

With ANZ phone banking, you can check your account balances, get details of your transactions and account details, transfer money between your ANZ accounts, pay bills to anyone in New Zealand, set up and manage automatic payments.

📞 ANZ branches: Tauranga Crossing (Tauriko, 7 days), Grey Street (Mon-Fri), Eleventh Avenue (Mon-Fri) and Bayfair (7 Days).

ASB is in the process of calling customers and businesses who still use cheques frequently to explain about the upcoming change, and talk through alternative payment methods.

ASB hosts free face-to-face Better Banking workshops to talk about banking options with your local ASB team. You can sign up at your local branch (branches offer 'priority hour' 9-10am for over 65s and customers who need more help) or by calling 0800 272 119 (priority line for over 65s). The team can also help set up 'Fastphone' telephone banking for all your banking needs. ASB branches offer ATMs with deposit and withdrawal options which our team is happy to demonstrate.

📞 ASB Branches: Bayfair (7 days), Spring Street (Mon-Fri) and The Crossing (Tauriko- 7 days).

Kiwibank knows that for some people, the prospect of using a computer, iPad or even a cell phone to carry out banking transactions can be scary. This is particularly so for customers who have enjoyed face-to-face contact with their bank for many decades.

Having different ways to do your banking means that you've got financial independence, no matter what happens. Alternative payment methods like online banking and telephone banking can be faster, cheaper

and safer than traditional payment methods. Kiwibank is committed to giving customers a helping hand to make the change.

Tauranga and Bayfair branches provide tailored support including help with non-digital alternatives that may better meet customers' needs and team members are available to travel and talk to local groups about alternative banking options.

Support is also available over the phone for Kiwibank customers (0800 113 355).

Kiwibank and partner DIAA provide free digital banking workshops called "Stepping UP" which is tailored for seniors. To check availability at the Tauranga Library, contact DIAA on 0800 463 422 or visit the website www.steppingup.nz.

📞 Kiwibank branches: Tauranga Crossing (7 days), Bayfair (Mon-Sat), Papamoa Plaza (Mon-Sat), Bethlehem Road (7 days) and Grey St (Mon-Sat).

Westpac was New Zealand's first dementia-friendly bank and has several landline or mobile phone options to help customers who don't have internet access and are unable to visit a branch.

The automated phone banking service allows customers to check their balance, pay bills or transfer money any time. Phone banking is fast, convenient and secure, and free to set up and use. To register for phone banking, customers can call 0800 400 600 to get set up and then call 0800 172 172 to use the service.

The New Zealand-based contact centre team are available on 0800 400 600 to help with a range of other banking services like setting up regular payments.

Customers can use Smart ATMs to deposit and withdraw cash, check their balances, pay bills, transfer funds and even top up Vodafone prepaid phones. Branch staff will be happy to help customers use these ATMs during opening hours and the Tauranga Crossing, Cameron Road, Bayfair and Papamoa branches have Secure Smart ATM lobbies that can be accessed any time.

📞 Westpac branches: Tauranga Crossing (Mon-Sat), Cameron Road (Mon-Fri), Bayfair (Mon-Sat), Papamoa (Mon-Fri).

BNZ will be phasing out cheques this July and is supporting customers into digital banking via branches or by calling 0800 275 269. They run digital education sessions in branches and have a dedicated phone team for people aged 70 plus on this freephone number.

BNZ is rolling out a North Island Cashless Mobile Banking fleet that will visit the Bay of Plenty this year. They have ATMs in Bethlehem, Greerton, Tauranga Crossing, Cameron Road and Papamoa.

📞 BNZ branches: Spring Street (Mon-Fri), 639 Cameron Road (Mon-Fri).