

HERE TO HELP



Before you call us, it helps to have your:



Personal information.

Including your name, address, and birth date.



Customer ID.

You'll find your 8 digit Customer ID on your bank statement.



Three-digit access code.

You would have created this when you set up your account.



Bank statement or payment information.

You may need to provide knowledge of recent payments in or out of your account.



Keyword or secret word.

If you have a secret word, have it ready because it will help us identify you.



BSB and Account number.

You can find these on your statement too.



Card details.

Including its number and expiry date.

How to reach us:

Westpac Indigenous Call Centre

1800 230 144