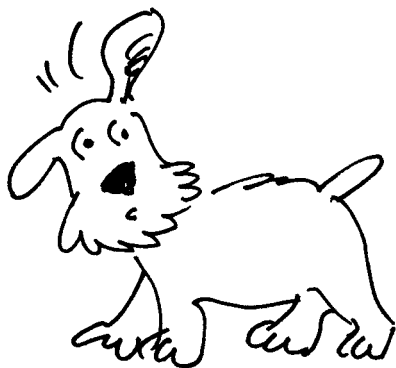
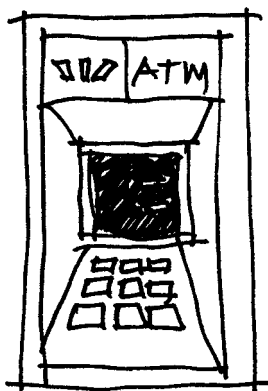


# Talking ATMs

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.

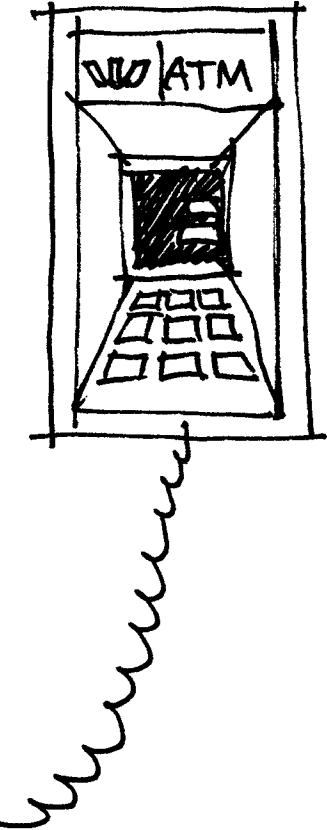
## **Ask for a free audio earpiece.**

Talking ATMs are compatible with standard 3.5mm earphones. You can use your own audio earpiece or pick up one, free, from any branch. Locations for your closest branch or Talking ATM can be found on the Westpac website [www.westpac.com.au](http://www.westpac.com.au) or by calling Telephone Banking on 132 032 for assistance.



# Things you can do

Get started	Page 4
Withdraw cash	Page 6
Get an account balance	Page 8
Find a Talking ATM	Page 10



# 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. So you can feel confident that you've entered the right information.

The tactile labelling can assist you in locating where to plug in your earpiece, 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 it.
2. You will then be prompted to insert your ATM card.
3. Enter your PIN and press 'OK'.  
The 'OK' key is to the right of the number 9. If you make a mistake, just press 'Change'. The 'Change' key 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 Handy card.

## 1. Account choice.

Press  to withdraw from your cheque account

Press  to withdraw from your savings account

Press  to withdraw from your Bankcard account

Press  to withdraw from your Visa card or MasterCard account

## 2. Amount choice.

Press  to withdraw \$20

Press  to withdraw \$50

Press  to withdraw \$100

Press  to withdraw \$150

Press  to withdraw \$200

Press  to withdraw \$300

Press  to withdraw \$500

Press  for another amount

### 3. Selection of 'other amount'.

Enter the amount and press 'OK'. The 'OK' key is to the right of the number 9. If you make a mistake, just press 'Change'. The 'Change' key is located to the right of the number 3.

### 4. Receipt option.

You will be asked if you would like a receipt.

Press  if Yes    Press  if No

### 5. Completing your transaction.

Your request will be processed and the ATM will remind you to take your card, your cash, and 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 **5** for the balance of your cheque account

Press **6** for the balance of your savings account

Press **7** for the balance of your Bankcard account

Press **8** 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 **7** if Yes    Press **8** if No

## 4. Completing your transaction.

At the end of your transaction, the ATM will remind you to take your card.



02/05

Westpac Banking Corporation ABN 33 007 457 141

23/12/05 16:00PM	012345001
2002 KING ST NEWPORT	
BALANCE OF SAV A/C	612524
BALANCE	\$512.10
AVAILABLE	\$512.10

PLEASE DO NOT LITTER.

## Travelling overseas?

Save \$5 when you use your Handycard  
at Global Alliance Partners.

See [www.westpac.com.au](http://www.westpac.com.au)



# Where to find a Talking ATM

Locations for Talking ATMs can be found on the Westpac website [www.westpac.com.au](http://www.westpac.com.au) or by calling Telephone Banking on 132 032 for assistance.



# Need help?

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

**Things you should know:** The information in this brochure is current as at September 2005. Westpac Banking Corporation ABN 33 007 457 141.

WDD0169