

Effortless Banking

Telephone Banking Services



Welcome to Phone Link, Saudi Hollandi Bank's Telephone Banking Service.

With Phone Link you can do your banking from wherever you are, 24 hours a day, 7 days a week.

Using a touch-tone phone, just call toll free 800 124 3000 (for Private, Preferred and Taqdeer Banking, customers call 800 124 3331) from anywhere in Saudi Arabia or +966 9200 13323 from abroad. You will be connected to our automated answering service.

Dial 800 124 3000

For Arabic Press (1)

For English press (2)

Press **1** for Banking Services

Press **2** for IPO and SHB Online Services

Press **3** to activate a new card or to report a lost or stolen card

Press **4** for Saudi Hollandi Bank's general information

Press **1** for Banking Services

- Please input your Debit Card or Credit Card number now – For non-Saudi Hollandi Bank account holders or credit card holders you will be transferred to a phone link agent.
- Please enter your 4 digit phone link TPIN for verification and choose the required service by following the steps below:

Press **1** for Account Services

Press **1** for account balance enquiries (Including Time Deposit Information)

Press **2** for transferring amounts:

Press **1** to transfer from one account to another within Saudi Hollandi Bank:

Press **1** to credit one of your own accounts

Press **2** to credit another Saudi Hollandi Bank customer account

Press **2** to transfer from your account to another account in local banks (SARIE)

Press **3** for your last 10 transactions

Press **2** for Credit Card Services

Press **1** for credit card balance enquiry

Press **2** for transaction details

Press **3** for credit card payment

Press **4** for last payment information

Press **5** for last statement information

Press **6** for general information

Press **3** for Personal Finance Services

Press **4** for SADAD Services

Press **1** for Ministry Of Interior payments

Press **2** for making a new bill enquiry

Press **3** for retrieving your history of payments

Press **5** for Investment Details

Press **6** for changing your Phone Link TPIN

Press **7** for General Information

Press **2** for IPO and SHB Online Services

Press **3** for IPO services

Press **4** for SHB Online services

Press **3** to activate a new card or to report a lost or stolen card: you will be transferred to a phone link agent

Press **4** for Bank's General Information

Press **1** for Branch Working Hours

Press **1** for Eastern Area

Press **2** for Central Area

Press **3** for Western Area

Press **2** for Foreign Currency Exchange Rates

For Customer Care Unit and for any comments and suggestions on how we can improve our service, please call 800 124 3332 or visit our web site www.shb.com.sa

- At any time you can press **#** to skip an option
- To repeat any menu again please press *****
- At any time you can press **0** for assistance
- At any time you can press **9** to go back to the general banking menu