



Automated Phone Service Shortcuts

You can easily manage your account using our automated phone service.

To make things easier, here are some shortcuts to help you find the answer to your query even faster.

1. To report your card lost or stolen

Choose option 1, then 2 to speak with an adviser

2. Existing cardholders (all currencies)

Type of Query	Options to Select
Request your PIN	
Request your PIN	2 ➡ 2
Balance and Transaction Information	
Get your balance	2 ➡ 1
Hear your last five transactions	2 ➡ 3 ➡ 1
Query a transaction you don't recognise	2 ➡ 3 ➡ 2
Information on making and receiving payments	
How to make an inbound payment to your account	2 ➡ 4 ➡ 1
How to make a payment out of your account	2 ➡ 4 ➡ 2
Information on how to top up	
How to top up your card	2 ➡ 4 ➡ 2

Type of Query	Options to Select
Upgrading your account	
To find out if the documents you've sent us have been received	2 ➡ 5 ➡ 2
Credit Services	
Request a credit line increase	2 ➡ 5 ➡ 3
Other Credit queries	2 ➡ 5 ➡ 9
Managing your account	
Add an additional cardholder to your account	2 ➡ 6 ➡ 1
Change your pricing plan	2 ➡ 6 ➡ 2
Request a copy of your statement	2 ➡ 6 ➡ 3
To discuss Creditbuilder	2 ➡ 6 ➡ 4
To close your account	2 ➡ 6 ➡ 5
To service another card	2 ➡ 6 ➡ 6
Speak to a Cashplus Customer Services adviser	
To speak to an agent	2 ➡ 6 ➡ 9

3. New applicants

Type of Query	Options to Select
To enquire about further documents you need to provide	3 ➡ 1 ➡ 1
If you've sent in documents and want an update on their receipt	3 ➡ 1 ➡ 2
If you don't have an account yet but would like to find out about our products and services	3 ➡ 2 ➡ 2