

UBS e-banking via phone. Make the connection.



Access to UBS e-banking is simplicity itself.

Call 0844 848 008

(+41-848 848 008 from outside Switzerland)

You will then be prompted to choose from the following two options:

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- 1** Button-controlled information service

 - 2** Connection to a UBS Customer Service Center advisor

The voice-activated computer will ask you to enter your contract number and confirm it with the **#** key. Then enter your UBS e-banking via phone password and confirm it, again with the **#** key, and you will be guided step by step to the information you need.

1 Button-controlled information service

General functions

The button-controlled information service directs you quickly and easily to the information you're looking for. Simply press the key on your telephone's keypad for the required function.



9 takes you to the next menu point, while **7** takes you back one menu level. Pressing **4** at any time takes you back to the start of the menu selection. You can terminate the automatic information service by pressing **6**.

To enable you to go directly to a specific piece of information or issue an order, there is also a series of practical speed-dial numbers (see reverse).

2 Personal advisory services

Our highly skilled advisors at the UBS Customer Service Center will be happy to provide you with information on the wide range of e-banking products and services, as well as to help you with your personal banking business.

- Support for all queries relating to our e-banking products and services
- Account information and other bank services
- Price information or stock exchange orders

1 Button-controlled information service

Function overview of speed-dial numbers

Account information and transfers

* 1 0 0 #

Balance

* 1 1 0 #

Most recent account transactions

* 1 2 0 #

Transfers

* 1 3 0 #

Market information

* 4 0 0 #

Banknote rates

* 4 1 0 #

Foreign exchange rates

* 4 2 0 #

Call forwarding

* 7 0 0 #

Stock exchange orders

* 7 2 0 #

Custody account information

* 7 3 0 #

Card blocking

* 7 4 0 #

General advice

* 7 5 0 #

User functions

* 8 0 0 #

Password change

* 8 1 0 #

Contract change

* 8 2 0 #

Mobile number administration

* 8 3 0 #

Check account balance

UBS e-banking via phone is the most convenient way to check your account balance. Immediately after identification, dial

* 1 1 0 #

For the balance on your first account, dial

* 1 1 1 #

For the balance on your third account, dial

* 1 1 3 #

Carry out account transfer

Within your contract, you can transfer money from one account to another quickly and easily. Dial

* 1 3 0 #

You can carry out a transfer from your first account to your second account by dialing the following key combination:

* 1 3 1 2 #

Account balance directly to your mobile by SMS

Call up via mobile or fixed network and receive your account balance or most recent transactions sent via SMS to your mobile within seconds. Important: If you call via the fixed network or withhold your mobile number, you will first have to record your mobile number before using this function. In order to do so, enter the key combination * 8 3 0 # for "Mobile number administration".



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