

0120-456-022 : Available services

If you press the numbers according to the chart below, you can reach the desired service information without waiting for the recorded message to guide you.

Operators will assist you 24 hours/365days for ① 'Report on cash card loss or financial fraud' and ② 'Inquiries about Internet banking' listed below. For other menus operators will assist you from 8:00 a.m. to 9:00 p.m./365 days. Automated voice system services will be available 24 hours/365 days.

The below menu is as of February 2020, and may be changed without advance notice.

Main menu	Sub menu 1	Sub menu 2	ID	Response type
1 Report on cash card loss or financial fraud				
2 Inquiries about Internet banking	1 Reset Internet Banking password		●	
	2 Operator Assistance regarding Internet Banking			
3 Change of PIN code, address, withdrawal limits etc.	1 Change of PIN *1		●	
	2 Change of address, withdrawal limits *2, 3			
	9 To listen to the options again			
	0 To go back to the main menu			
	1 Domestic wire transfer *4			
4 Wire transfer	8 International wire transfer			
	9 To listen to the options again			
	0 To go back to the main menu			
	1 inquiries about account balance *5		●	
5 Japanese Yen account	1 Yen savings account	2 transactions of your Yen savings account	●	
		8 others		
		9 To listen to the options again		
		0 To go back to the main menu		
		1 inquiries about account balance	●	
	2 2 weeks maturity deposit in Japanese Yen	2 To open a 2 weeks maturity deposit in Japanese Yen	●	
		3 Early-withdrawal or changing maturity date instruction		
		8 others		
	3 PowerYokin	9 To listen to the options again		
		0 To go back to the main menu		
	4 Yen time deposit	1 inquiries about account balance	●	
		8 others		
		9 To listen to the options again		
		0 To go back to the main menu		
		8 others		
6 Foreign currency account inquiry, exchange rate inquiry, or a foreign currencies exchange transaction *6	1 exchange rate	9 To listen to the options again		
		0 To go back to the main menu		
		1 Purchasing the foreign currency	●	
	2 Foreign currency buying and selling	2 Selling the foreign currency	●	
		8 others		
		9 To listen to the options again		
		0 To back to the main menu		
	3 Foreign currency savings account	1 inquiries about account balance	●	
		2 transaction details about deposit and withdrawal	●	
		8 others		
		9 To listen to the options again		
		0 To go back to the main menu		
	4 Foreign currency time deposit	1 inquiries about account balance	●	
		8 others		
		9 To listen to the options again		
0 To go back to the main menu				
8 others				
8 Others	1 Operator	9 To listen to the options again		
		0 To go back to the main menu		
	2 Home mortgages *7	1 Privacy policy	●	
		2 Sales policy	●	
		9 To listen to the options again		
	3 Sales and Privacy Policies	0 To go back to the main menu		
		9 To listen to the options again		
	0 To go back to the main menu			
	9 To listen to the options again			

●...Bank account number and ID number input ID number = Branch code (3 digits) + Account number (7 digits) + Your cash card PIN (4 digits)
...Operator ...Automated voice

Service details may change without notice

- * 1 Change of PIN** ■Your PIN should not be easy to guess and should not contain your birthday or telephone number. If you change your PIN after 9:00 p.m., your new PIN will be effective the following morning.
- * 2 Change of name, address and phone number** ■You are able to apply for a change of name/address/telephone number. If you have an investment trust account or Shinsei Securities account, please contact PowerCall for change of address. We will send you an "Address change form" to your new address. Please send this form back to us along with the necessary ID. You are also able to download the form from our website.
- * 3 Change of ATM withdrawal limit, domestic fund transfer limit.** ■You can change the limit via PowerDirect (internet banking) up to JPY 2 million.
- * 4 Domestic funds transfers** ■Transactions made after 2:30 p.m. on weekdays, weekends and on public holidays will be finalized on the following business day.
- * 5 Account Balance** ■If you have many products with us, you will not be able to check the account balance for certain time-deposits by automated voice message. In this case, an operator will answer your inquiry.

- * 6 Trading foreign currencies** 【The maximum and minimum amount for each foreign exchange transaction using the automated voice】 (Maximum) amount equivalent to JPY 5 million (A single transaction will be limited to 2 million Japanese yen from around 7:00 a.m. Saturday to around 7:00 a.m. Monday (JST)). (Minimum) Amount equivalent to JPY 1,000. The selling of foreign currency using the automatic voice recording can only be done in units of 1 basic currency unit (selling foreign currency in fractions less than one basic currency unit is not accepted). 【Minimum amount of foreign currency transactions with an operator】 •Amount equivalent to JPY 1,000 per transacting between yen and a foreign currency. •Units of 10 basic currency per transaction between foreign currencies.
- * 7 Home mortgages and card loans** ■Acceptance times differ depending on the type of inquiry. Please visit the Shinsei website.