



Telephone Banking Quick Reference Guide

PRESS or **SAY** any of the following Menu Options to access the service or information needed.

AN IMPORTANT NOTICE TO CUSTOMERS REGARDING TELEPHONE BANKING

We are proud to offer an advanced, 24/7 call in system that makes managing your accounts more convenient. Please listen carefully when you call as the menu options will have changed.

Our new Telephone Banking system will make managing your finances easier. Check the balances and history on all of your accounts, schedule loan payments or funds transfers, place stop payments, and more!

Our Telephone Banking System's Default is Touch Tone.

Dial: **(844) 896-1250**

Press **8*** to use Voice Recognition.

Quick Tips!

At any time press...

- 3* to access the Main Menu
- * to access the previous menu
- # to repeat an option
- 9* to enter a different account number

1

Account Balance

For balance information on checking, savings, CD or IRA, and loan accounts.

2

Account History

For transaction history on checking, savings, and CD or IRA accounts.

3

Funds Transfer or Make a Payment

To transfer funds immediately or schedule a transfer, make an immediate or scheduled loan payment, or listen to or delete scheduled transfers.

4

Interest Rates

To speak to someone about current rates.

5

Stop Payments

To stop a check payment or inquire about an existing stop payment.

6

Get Account Information by Email

To receive account information sent to you at your email on file.

7

Debit Card Services

Report a lost or stolen card, verify a debit card fraud notification, or activate a new or replacement debit card.

8

Telephone Banking PIN Maintenance

To change your current Telephone Banking PIN number.

