

Phone Banking

The Phone Banking system's default is Touch Tone – Press 8* at any time to use Voice Response.

Press
or say



Phone Banking helps make your financial management easier and convenient. Obtain your checking or savings account balances, make loan payments, transfer funds, place a stop payment, and more!

FIRST TIME USER

- Dial: 866-288-7660, and press “5”
- Follow the menu prompts
- Enter your account number and PIN

In order to verify your identity, the first time you call in you'll need to enter your account number, followed by your Social Security number. This is the only time you will be asked to enter your Social Security Number.

You will then be prompted to register your Personal Identification Number(PIN). For account transactions and inquiries (balances, interest, etc.), you'll always be asked to enter your account number and PIN or another piece of verifying information.

QUICK TIPS

- Press 3 and the * key to return to the main menu.
- Press the* key to return to the previous menu.
- Press the# key to repeat an option.
- Press 9 and the * key to enter a different account number.
- Press 0 to be transferred to one of our Representatives
- To end your Bank by Phone call, simply hang up.

1 **BALANCES** on savings, checking, money market, club accounts, certificates, IRAs and loans

Account Balance Menu

- Press 1 for Savings
- Press 2 for Checking
- Press 3 for Loans
- Press 4 for club accounts, Money Market, certificates or IRAs

2 **HISTORY** on savings, checking, certificates, IRAs and loans

Account History Menu

- Press 1 for Savings
- Press 2 for Checking
 - > Press 1 for last five transactions
 - > Press 2 to search by check#
 - > Press 3 to search by amount
 - > Press 4 to search by all transactions
 - > Press 5 to search by withdrawals
 - > Press 6 to search by deposits
 - > Press 7 to search by ATM transactions

- Press 3 for Loans
- Press 4 for club accounts, Money Market, certificates or IRAs

3 **TRANSFER FUNDS** between accounts or make a loan payment

Transfer Funds Menu

- Press 1 to transfer funds immediately
- Press 2 to schedule a future funds transfer
- Press 3 to make a loan payment
- Press 4 to hear existing scheduled transfers
- Press 5 to delete an existing transfer

4 **WITHDRAWAL** from savings, checking, money market, club account or from your line of credit

Check Withdrawal Menu

- Press 1 for Savings
- Press 2 for Checking
- Press 3 for loans
- Press 4 for club accounts, Money Market, certificates or IRAs

5 **OTHER** change your Bank by Phone PIN, place a stop payment, or for other choices

Account Management Menu

- Press 1 for Stop payment activities
- Press 2 to Change your PIN
- Press 3 for future dated transactions
- Press 4 for Card Services
- Press 5 for Check Re-Orders

