

AUTOMATED PHONE BANKING

QUICK REFERENCE GUIDE

Our 24/7 Automated Phone Banking system has been updated! Please listen carefully when you call as the menu options have changed.

Automated Phone Banking helps make your financial management easier and convenient. Obtain your checking or savings account balances, make loan payments, transfer funds, and more! *Not enrolled in automated Phone Banking?* Visit any of our branches or call our contact center at (800) 748-0451 to enroll today!



For authentication purposes, you will be prompted to enter your account number, personal access code and the last 4 digits of your SSN.

HOW TO USE AUTOMATED PHONE BANKING

1. Once enrolled, dial (800) 234-5884 to access Automated Phone Banking
2. Follow the menu prompts
3. Enter your account number
4. Enter your personal access code followed by the last 4 digits of your Social Security Number (SSN).
5. Follow the sub menu prompts

QUICK TIPS

- Press 8 followed by the “*” key for voice recognition.
- Press 3 followed by 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 followed by the “*” key to enter a different account number.
- To end your Automated Phone Banking call, simply hang up.

PRESS 1 OR SAY - ACCOUNT BALANCE

ACCOUNT BALANCE INQUIRY MENU

- PRESS 1 OR SAY checking
- PRESS 2 OR SAY savings
- PRESS 3 OR SAY loan accounts
- PRESS 4 OR SAY credit card

PRESS 2 OR SAY - ACCOUNT HISTORY

ACCOUNT HISTORY INQUIRY MENU

- PRESS 1 OR SAY checking
- PRESS 2 OR SAY savings
- PRESS 3 OR SAY loan accounts
- PRESS 4 OR SAY credit card

PRESS 3 OR SAY - TRANSFER FUNDS OR MAKE A PAYMENT

FUNDS TRANSFER MENU

- PRESS 1 OR SAY transfer funds immediately
- PRESS 2 OR SAY payments
- PRESS 3 OR SAY hear existing scheduled transfers
- PRESS 4 OR SAY 4 for delete an existing transfer

PRESS 4 OR SAY - SHARE OR LOAN WITHDRAWAL

SHARE OR LOAN WITHDRAWAL MENU

MENU WILL VARY BASED ON ACCOUNT

PRESS 5 OR SAY - CARD SERVICES

CARD SERVICES MENU

- PRESS 1 OR SAY activate credit card
- PRESS 2 OR SAY deactivate or report card lost or stolen

PRESS 6 FOR MERCHANT CHECK VERIFICATION

PRESS 7 OR SAY MORE OPTIONS

- PRESS 1 OR SAY change your access code
- PRESS 2 OR SAY future data transactions
- PRESS 3 OR SAY credit union information