



## 24-Hour Telephone Banker Quick Reference Guide

**877.866.9028**

On April 22, our 24-Hour Telephone Banker service will update.

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### *How To Use 24-Hour Telephone Banker*

The first time you call in, you'll need to verify your identity:

- Enter your account number.
- Enter your Social Security number. This is the only time you will be asked to enter your full 9-digit Social Security number.
- Then, you will be prompted to create a new Personal Identification Number (PIN). For account transactions and inquiries (balances, interest, etc.), you'll always be asked to enter your account number and PIN.

### *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.
- To end your call, simply hang up.



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24-Hour Telephone Banker's  
default is Touch Tone  
Press 8 and \* to use Voice Response

**Press or Say**

**1**

**ACCOUNT BALANCES**

on savings, checking, certificates, IRAs and loans

**Press or Say**

**2**

**ACCOUNT HISTORY**

on savings, checking, certificates, IRAs and loans

**Press or Say**

**3**

**TRANSFER FUNDS**

between accounts or make a loan payment

**Transfer Funds Menu:**

- Press 1 to transfer funds immediately
- Press 2 to make an immediate payment
- Press 3 to hear existing scheduled transfers

**Press or Say**

**4**

**CHANGE OVERDRAFT OPTIONS**

**Press or Say**

**5**

**GET BANK INFORMATION**

**Press or Say**

**6**

**HEAR FUTURE ACH TRANSACTIONS**