

TELEPHONE BANKING

877.280.1864

The following are a few quick tips to assist you in navigating the Telephone Banking system. Please listen carefully to the menu options before making a selection as they are subject to change.

Our telephone banking provides you convenient access to account information through a touch tone phone, 24 hours a day, 7 days a week. This service allows you to select as little or as much account information as you choose by following recorded prompts.

Use telephone banking to:

- Check account balances
- Check account history and/or transactions
- Transfer funds
- Change your debit card personal identification pin (PIN)

MAIN MENU

- Press 1** for personal banking
- Press 2** for business or commercial banking
- Press 3** for credit card inquiries
- Press *** to speak with a representative about products

IN ALL MENUS OR AT ANY TIME

- Press 7** to return to the main menu
- Press 9** to return to the previous menu
- Press #** to repeat menu options

AUTHENTICATION

PERSONAL

If you are calling from a phone number on file, you will be prompted to enter your full date of birth (MM/DD/YYYY) and last four digits of your Social Security Number.

In addition to what is noted above, if you are calling from an unregistered phone number you will be prompted to enter one of the following:

- Debit card number
- Account number
- Full Social Security number

BUSINESS

You will be prompted to enter one of the following:

- Debit card number
- Account number
- Full Tax Identification number

PERSONAL MENU OPTIONS

Prompts will continue according to the menu option selected and your accounts.

- Press 1** for account or loan information
- Press 2** for online banking and mobile app support
- Press 3** for debit card inquiries
- Press 4** to transfer funds between accounts
- Press *** to speak with someone about opening an account

BUSINESS MENU OPTIONS

Prompts will continue according to the menu option selected and your accounts.

- Press 1** for account or loan information
- Press 2** for online banking and mobile app support
- Press 3** for debit card inquiries
- Press 4** for credit card inquiries
- Press 5** to speak with someone about opening an account

DEBIT CARD PIN CHANGE

After pressing 3 in the account menu, you will be prompted with the following options:

- Press 1** to report a lost or stolen debit card
- Press 2** to change your PIN or activate a debit card