

# Telephone Banking

## Call Flow

### 1. Balance, Transaction Details, Transfers or Account Access

#### 1. Transfer Funds

When calling telephone banking, please reference these options, as the prompts are specific to your account(s).

#### • Checking Information

1. Balance information/last deposit
2. Transaction history
3. Transfer funds menu (checking or savings)
4. Make a payment (to loans)
5. Interest information (current / prior)
6. Select another account or change pin

#### • Savings Information

1. Balance information/last deposit
2. Transaction history
3. Transfer funds menu (checking or savings)
4. Make a payment (to loans)
5. Interest information (current / prior)
6. Select another account or change pin

#### • Certificate Information

1. Current balance
2. Transaction history
3. Interest information (current / prior)
4. Select another account or change pin

#### • Loan Information

1. Balance information/loan payment
2. Review transactions
3. Interest information (current / prior)
4. Loan transfer funds (savings or checking)
5. Loan payments
6. Select another account or change pin

#### • Change Telephone Banking PIN

### 2. Debit and Credit Card Support

1. To report a card lost/stolen or for questions about the card account

2. To initiate a dispute for fraud or non- fraud transactions

3. Credit Card Assistance

### 3. Office Hours and Office Locations

1. Office Hours and Office Locations

1. Branches beginning in A-L
2. Branches beginning in M-Z

