

## AFTER THE WELCOME MESSAGE, YOU WILL BE GIVEN THE OPTION TO:

### NAVIGATE THE SYSTEM IN ENGLISH

For English Say or Press "One (1)"

- ▶ If you choose "voice", further selections may be either voice or touch tone activated\*
- ▶ Once you touch "One (1)" all prompts will remain touch tone.

### NAVIGATE THE SYSTEM IN SPANISH

For Spanish Say or Press "Dos (2)"

- ▶ If you choose "voice", further selections may be either voice or touch tone activated\*
- ▶ Once you touch "Dos (2)" all prompts will remain touch tone.

## YOU WILL THEN BE ASKED TO CHOOSE FROM THE MAIN TRANSACTION MENU

To Select Account (say or press 1)

- ▶ Say or enter account number (all prompts will remain touch tone)
- ▶ Say or enter PIN
  - ▼ **Account type (say "THAT ONE" or press option)**
    - ▶ Current Balance
    - ▶ Available balance
  - ▶ Identify what you would like to do
    - ▼ **Summary (say or press 1)- Provides**
      - ▶ Current Balance
      - ▶ Available balance
      - ▶ Last Transaction
      - ▶ Amount of Last Transaction
      - ▶ Date of Last Transaction
    - ▼ **More Detail (say or press 2)**
      - ▶ List all transactions (say or press 1)
      - ▶ Cleared Checks (say or press 2)
      - ▶ Deposits (say or press 3)
      - ▶ Withdrawals (say or press 4)
      - ▶ ACH and Payroll Deposits (say or press 5)
    - ▼ **More Choices (say or press 6)**
      - ▶ Debits (say or press 1)
      - ▶ Last Yr/Current Yr Interest (say or press 2)
      - ▶ Specific Check number (say or press 3)
      - ▶ Stop Payment (say or press 4)
  - ▶ **Transfer \$\$ (say or press 3)**
  - ▶ **Another Account (say or press 4)**
  - ▶ **More Choices (say or press 5)**

\*You may experience small differences between the Touch Tone feature and the Voice feature. Please be aware that speaker phones, cell phones and background noise may impact your use of the voice option

To Transfer Money (say or press 2)

- ▶ Say or enter account number for identification purposes
- ▶ Say or enter PIN
  - ▼ **Select Account to work with (say "THAT ONE" or press option)**
    - ▶ Transfer from that account (say or press 1)
  - ▼ **Transfer into that account (say "THAT ONE" or press 3)**
    - ▶ Say or enter \$\$ amount
    - ▶ Confirm (say Yes/No or press 1)
  - ▼ **Loan Payment**
    - ▶ Advance Funds (say or press 1)
    - ▶ Make a Payment (say or press 3)

To Find Account Balances (say or press 3)

- ▶ Say or enter account number
- ▶ Say or enter PIN

For General Information (say or press 4)

- ▶ Locations and Hours (say or press 1)
- ▶ Lost or Stolen Card (say or press 4)

For Product Information (say or press 5)

- ▶ Rates/Products-this will refer you to our website or branches
  - ▼ **Accounts and services**
    - ▶ Directs to website
    - ▶ Branches and phone numbers

For More Choices (say or press 8)

- ▶ Lost or Stolen Card (say or press 1)
- ▶ Change PIN (say or press 3)
- ▶ Logon using account number (say or press 5)
- ▶ **To speak to a Personal Banking Representative (during business hours) (say or press 0 (zero))**