

Telephone Banking Menu Prompts - 2021

1 Checking, Savings, Certificate Accounts

1. Checking Accounts
2. Savings Accounts
3. Certificate Accounts

1 Checking Accounts

1. Repeat Balance Information
2. For Transaction Activity
 1. Last 10 Withdrawals/Debits
 2. Last 10 Deposits/Credits
 3. For Both Debits & Credits
3. To Transfer Funds
4. To Search for a Transaction
 1. Inquiry on specific check
 2. Find by Post Date
5. Dividend Information

2 Savings Accounts

1. Repeat Balance Information
2. For Transaction Activity
 1. Last 10 Withdrawals/Debits
 2. Last 10 Deposits/Credits
 3. For Both Debits & Credits
3. To Transfer Funds
4. To Search for a Transaction
 1. Inquiry on specific check
 2. Find by Post Date
5. Dividend Information

3 Certificates

1. Repeat Balance Information
2. For Transaction Activity
 1. Last 10 Withdrawals/Debits
 2. Last 10 Deposits/Credits
 3. For Both Debits & Credits

2 Transfer Funds

Transfer From:

1. Savings
2. Checking
3. Line of credit
4. VISA LOC

Transfer To:

1. Savings
2. Checking
3. VISA LOC
4. Line of credit
5. Installment Loan
6. Mortgage Loan

*To Loan Payment:

1. Make Regular Payment
2. Transfer Different Amount

*Transfer Amount Menu:

1. If Amount Input is OK
2. Otherwise

*Confirm Transfer

3 Loan Accounts

1. Mortgage Loans
2. Line of credit
3. Installment Loans

1 Mortgage Loan

1. Repeat Balance Information
2. For Payment Information
 1. Get Payment Details
3. To Transfer Funds
4. For Interest Information

2 Line of Credit

1. Repeat Balance Information
2. For Payment Information
 1. Get Payment Details
3. To Transfer Funds
4. For Transaction Activity

3 Installment Loan

1. Repeat Balance Information
2. For Payment Information
 1. Get Payment Details
3. To Transfer Funds
4. For Interest Information

4 Lost/Stolen Card

Input card #, and when asked to confirm they would like to report it lost or stolen, press 1.

5 PIN Change

Pin will need to be entered twice and must meet the security standards.

8 Previous Menu

To return to the previous menu, press 8.

(appears on sub-menus)

9 Main Menu

To return to the main menu, press 9.

(appears on sub-menus)

0 Representative

To speak with a member services representative, press 0.

(appears on all menus)

- Main Menu
- Sub-Menu
- Navigation