



TELEPHONE BANKING

505.888.6625 or 888.848.6625

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

MAIN MENU

- Press 1** for Account Information and Debit Card PIN changes
- Press 2** for Branch Locations and Hours
- Press 3** for Lost or Stolen Cards (this option will transfer the customer to the HTLF Call Center. If after hours, the customer will be transferred to the appropriate debit card processor)

IN ALL MENUS OR AT ANY TIME

- Press 0** to speak with a Customer Service Representative
- Press 9** to repeat menu options
- Press #** to return to the previous menu

SIGNING INTO TELEPHONE BANKING

After pressing 1 in the main menu, enter your social security number or tax identification number followed by the # sign.

Telephone Banking will prompt you to enter your Personal Identification Number or PIN followed by the # sign.

IMPORTANT: Please memorize your Personal Identification Number (PIN). Do not write the four-digit number on any item containing your account information. Keep your PIN confidential and do not share with others.

NOTE TO FIRST TIME USERS: During your first use, or if your password was reset by Customer Service, you will be asked to enter your SSN, initial pin, and zip code before being prompted to establish a PIN. Please enter a 4 digit PIN (last 4 digits of your SSN) followed by the # sign and then reenter to confirm.

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

- Press 1** to continue with this account number
- Press 3** for account history – upon this selection, the customer will be asked to choose from a more detailed menu

- Press 1** to search for transactions
 - Press 1** to search by check number
 - Press 2** to search by amount
 - Press 3** to search by date
- Press 2** to hear a list of transactions
 - Press 1** for most recent transactions
 - Press 2** for credits
 - Press 3** for debits
- Press 3** for electronic transactions
- Press 3** for upcoming transactions.

Our Telephone Banking includes a dynamic interactive voice response system where the menu will change according to your current products and services. It provides you convenient access to account information 24 hours a day, 7 days a week from your touch tone phone. 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 Money
- Change your ATM/Debit Card Personal Identification Number (PIN)

TELEPHONE BANKING OR DEBIT CARD PIN CHANGE

After pressing 1 in the main menu, please listen for the option to change the PIN on Telephone Banking or ATM/Debit Card.

TELEPHONE BANKING PIN CHANGE

- Enter your new four digit PIN followed by the # sign
- For verification purposes, re-enter your new four digit PIN followed by the # sign
- The system will confirm the PIN has been changed and end the call

DEBIT CARD PIN CHANGE

- Enter your ATM/Debit card number followed by the # sign
- The system will repeat the card number back to you
- Enter your current 4 digit ATM/Debit Card Pin followed by the # sign.
- Enter your new 4 digit pin number followed by the # sign
- For verifications purposes, reenter your new 4 digit pin number followed by the # sign
- The system will confirm the pin has been changed and end the call.

PIN changes will be effective within a few minutes of request dependent

TRANSFERRING BETWEEN ACCOUNTS

After pressing 1 in the main menu, please listen for the option to Transfer Funds.

- Press 1** to transfer from a checking account. Enter the checking account number followed by the # sign
- Press 2** to transfer from a savings account. Enter the savings account number followed by the # sign

Once the selection has been made, you will be prompted to continue.

- Press 1** to transfer to a checking account. Enter the checking account number followed by the # sign
- Press 2** to transfer to a savings account. Enter the savings account number followed by the # sign

Enter the amount you wish to transfer, in dollars and cents, followed by the # sign. Telephone Banking will then recite your transfer request back.

- Press 1** to continue processing the transaction, if everything is correct