



# TELEPHONE BANKING

505.888.6625 or 888.848.6625

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.

## MAIN MENU

- Press 1** for Personal Banking
- Press 2** for Business or Commercial Banking
- Press 3** for Credit Card inquiries
- Press 4** to report a lost or stolen Debit Card

## IN ALL MENUS OR AT ANY TIME

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

## AUTHENTICATION

After pressing 1 in the main menu, you will be prompted to authenticate your account.

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

If you are calling from an unregistered phone number, you will be prompted to verify by entering one of the following:

- Debit Card number
- Account number
- Full Social Security number

## PERSONAL MENU OPTIONS

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

- Press 1** for your account balance
- Press 2** for account or loan information
- Press 3** for Online Banking and Mobile App support
- Press 4** for Debit Card inquiries
- Press 5** for transfers

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 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 Number (PIN)

## DEBIT CARD PIN CHANGE

After pressing 4 in the personal 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

## TRANSFERRING BETWEEN ACCOUNTS

After pressing 5 in the main menu, you will be prompted with the following options:

- Press 1** to initiate a transfer from a checking account
- Press 2** to initiate a transfer from a savings account

Once the selection has been made, you will be prompted to select the account you would like to transfer from.

After your originating account has been selected, you will be prompted to select the type of account you would like to transfer to.

- Press 1** to transfer to a checking account
- Press 2** to transfer to a savings account

Once the selection has been made, you will be prompted to select the account you would like to transfer to.

In dollars and cents, enter the amount you wish to transfer. Telephone Banking will then recite your transfer request back.

- Press 1** to continue processing the transaction
- Press 2** to cancel the transaction

You will be given a confirmation number once the transaction has been accepted.