



# Telephone Banking

## Important Telephone Banking Notice to Customers

On February 24, First State Bank completed a Technology Upgrade which included our telephone banking system. It is an updated system with new features. Please listen carefully when you call as the menu options have changed.

Telephone Banking helps make your financial management easier and more convenient. Obtain your checking or savings and loan account balances, make loan payments, transfer funds, and more!

The telephone banking system's default is Touch Tone— Press 8 and the \* key for Voice Recognition.

### HOW TO USE TELEPHONE BANKING

- Dial: 800-994-3430
- Follow the menu prompts
- Enter your account number and PIN

To verify your identity, the first time you call in you'll need to enter your account number, followed by your Social Security Number. This is the only time you will be asked to enter your Social Security Number. You will then be prompted to re-register your Personal Identification Number (PIN). For account transactions and inquiries (balances, interest, etc.) you'll always be asked to enter your account number and PIN.

### QUICK TIPS

- Press 0 to be transferred to a service representative.
- Press 1 and the \* key for help.
- Press 3 and the \* key to return to the main menu.
- Press the \* key to return to the previous menu.
- Press the # key to repeat an option.

## QUICK REFERENCE GUIDE

### Account Balance Menu (Press 1)

- Press 1 to hear the balance information again
- Press 2 to get balance information for a different account
- Press 3 for account history
- Press 4 to contact a service representative

### Account History Menu (Press 2)

- Press 1 for all transactions
- Press 2 for deposits
- Press 3 for withdrawals
- Press 4 for ATM and debit card transactions
- Press 5 for cleared checks
- Press 6 for amount

### Future Dated Transactions Menu (Press 3)

- Press 1 to contact a service representative
- Press 2 to get ACH information for a different account

### Funds Transfer or Make a Payment Menu (Press 4)

- Press 1 to transfer funds immediately
- Press 2 to schedule a funds transfer
- Press 3 to hear existing scheduled transfers

### Card Services Menu (Press 5)

- Press 1 to activate a card
- Press 2 to temporarily disable a card

### Change Your PIN (Press 6)

- Press 1 to hear your new PIN
- Press 2 to continue

For more information, please ask a Consumer  
Banking Assistant or Business Banker.

Member  
FDIC

