

PhoneFirst Detailed Menu

1. Deposit Account Information

1. Checking Account

(includes HSA Accounts)

Your current balance is \$_____.

1. Transaction Activity
Transaction list will speak pending transactions first (if applicable) followed by posted transactions.
 1. Last 10 withdrawals and debits
 2. Last 10 deposits and credits
2. Search for a Specific Transaction
 1. Inquiry on a specific check
 2. Inquiry on a specific dollar amount
3. Account Services
 1. To receive a fax of activity since your last statement
4. Repeat Balance Information
5. Interest Information

2. Money Market Account

Your current balance is _____.

1. Transaction Activity
Transaction list will speak pending transactions first (if applicable) followed by posted transactions.
 1. Last 10 withdrawals and debits
 2. Last 10 deposits and credits
2. Search for a Specific Transaction
 1. Inquiry on a specific check
 2. Inquiry on a specific dollar amount
3. Account Services
 1. To receive a fax of activity since your last statement
4. Repeat Balance Information
5. Interest Information

3. Savings Account

Your current balance is _____.

1. Transaction Activity
Transaction list will speak pending transactions first (if applicable) followed by posted transactions.
 1. Last 10 withdrawals and debits
 2. Last 10 deposits and credits
2. Account Services
 1. To receive a fax of activity since your last statement
3. Repeat Balance Information
4. Interest Information

4. Certificate of Deposit Account (includes IRA Accounts)

Your current CD balance is \$_____, with an interest rate of _____%.

This CD has a term of _____ with a maturity date of _____.

The previous maturity date was_____.

The last interest amount of \$_____ was posted to your account on_____.

The interest paid year-to-date on your account is \$_____, and the interest paid last year was \$_____.

1. To repeat balance information
2. To receive a fax of activity since your last statement

2. Transfer Funds Between Accounts

Transfer funds from:

1. Checking
2. Money Market
3. Savings
4. Line of Credit

Transfer funds to:

1. Checking
2. Money Market
3. Savings
4. Mortgage Loan
(held by First State Bank)
5. Installment loan
6. Commercial loan
6. Line of Credit

PhoneFirst Tips

- You will need your account number(s) to access information about them using PhoneFirst.
- Each account has its own PhoneFirst Personal Identification Number (PIN) which is initially the last 4 digits of the social security# of the primary owner of the account.
- If you have forgotten your PhoneFirst PIN, please contact our Customer Care Center at (800) 994-2500.
- For debit cards, the Personal Identification Number is the PIN for your card.
- To return to the previous menu, press 8
- To return to the main menu, press 9
To speak to a customer service representative (during business hours), press 0

PhoneFirst Detailed Menu

3. Loan Account Information

1. Mortgage Loan Account

(held at First State Bank)

Your current balance is \$_____.

Your next payment is due _____.

Your payoff as of today's date is \$_____.

1. Payment Information

1. Details on your next payment
2. Payment mailing address

2. Payoff Information

1. Payoff mailing address

3. Interest information

4. Escrow information

5. Original loan information

2. Installment Loan Account

Your current balance is \$_____.

Your next payment is due _____.

Your payoff as of today's date is \$_____.

1. Payment Information

1. Details on your next payment
2. Payment mailing address

2. Payoff Information

1. Today's payoff
2. Future payoff
3. Payoff mailing address

3. Interest information

4. Original loan information

3. Commercial Loan Account

Your current balance is \$_____.

Your next payment is due _____.

1. Payment Information

1. Details on your next payment
2. Payment mailing address

2. Payoff Information

1. Today's payoff
2. Future payoff
3. Payoff mailing address

3. Interest information

4. Original loan information

4. Line of Credit Account

Your current balance is \$_____.

Your next payment is due _____.

Your payoff as of today's date is \$_____.

1. Payment information

1. Payment mailing address

2. Payoff information

1. Payment mailing address

3. Interest information

4. Information about advances on your account

4. ATM and Debit Card Services

If you are calling to report a lost or stolen card, press 1. Otherwise, press 2.

1. To report a lost or stolen ATM or debit card

1. If your card has been lost
2. If your card has been stolen

2. Enter your card# followed by the # key.

Enter your Personal Identification Number followed by the # key.

(Note, if your card has not been previously activated, you will do so here.)

1. Report a lost or stolen card

2. Change your ATM or Debit Card Personal Identification Number

3. Review ATM or Visa debit card security tips

5. Change Telephone Banking PIN

1. For deposit account
2. For loan account



24-Hour Telephone Banking
(800) 994-3430 • (920) 982-3301

Quick Menu

1. Deposit Account Information

1. Checking Account (includes HSAs)
2. Money Market Account
3. Savings Account
4. Certificate of Deposit Account (includes IRAs)

2. Transfer Funds Between Accounts

3. Loan Account Information

1. Mortgage Loan Account (held by First State Bank)
2. Installment Loan Account
3. Commercial Loan Account
4. Line of Credit Account

4. ATM and Debit Card Services including Pick Your Own PIN

5. Change Your Telephone Banking Personal Identification Number

6. General Information