TeleBank Call Flow Guide

WEST SHORE BANK

TeleBank
800-757-0662

Welcome Message:

1. Select Language
2. Press 2 for Spanish when spoken in Spanish—Press 2 for speech Recognition
3. Allow it to continue for English—Press 2 for speech Recognition

Main Menu Options:

Press Option 1 for Account Balance:

1. Enter account number
2. Enter PIN or press the star key
3. **Listen to info on account**:
    1. Balance for current account
    2. Balance info for another account
    3. Account history
    4. Contact rep

Press Option 2 for Account History:

1. Enter account number
2. Enter pin or press star key if pin not established
    1. Withdrawals
    2. Deposits
    3. All transactions
    4. Check search
    5. Amount of Transaction
    6. Date of transaction

Press Option 3 to Transfer or make a payment:

1. **Transfer fund immediate Transfer**:
    A. Enter the account number
    B. Enter PIN or star key if PIN is not established
    C. Enter last four of SSN
    D. Press 1 for Checking or 2 for saving account
    E. Select 1 if you know the account number or 2 to select from a list
    F. Enter PIN again
    G. Enter last 4 of SSN
    H. Choose account to transfer to Select 1 if you know the account number or 2 to select from a list
    I. Press pound for choosing the account number or 1 to hear the next number
    J. Enter amount to transfer use star as decimal point then hit 1 for yes to submit transfer
2. **Payments**:
    A. Press 1 for immediate payment or 2 to schedule a payment
    B. Enter account number
    C. Enter PIN or star key if
    D. Enter the payment amount use star for decimal point
    E. Choose account type 1 for checking 2 for Savings

      F. Choose account to transfer to Select 1 if you know the account number or 2 to select from a list

      G. Asks to submit as a loan payment by pressing 1 for yes and 2 for no.

3. **Scheduled transfers**:

      A. Hear existing scheduled transfers

Press Option 4 to change PIN:

1. Enter account number
2. Enter PIN or Press star key to establish PIN
3. Enter last four of SSN
4. Enter new PIN
5. Reenter new PIN and it will be changed

Press Option 5 for Stop Payments:

1. **Press 1 to Submit a stop payment-Specific Check**

      A. Enter your account number

      B. Enter your PIN

      C. Enter 1 to continue with stop payment fee

      D. Enter the check number and submit

2. **Press 2 to Submit a stop payment-Check Range**

      A. Enter account number

      B. Enter your PIN

      C. Enter lower check number in range then enter high number in range.

3. **Press 3 for Stop payment inquiry**

      A. 1 checking account 2 for savings account

      B. 1 for entering the account number and 2 for list

      C. Press pound when hearing the correct account number

      D. Continue to listen for any stop payment inquiries.

Press Option 6 for Bank information Menu:

1. **East Ludington Office** – Then press 1 to Repeat info and 2 to return to the bank information menu
2. **Hart Office** – Then press 1 to Repeat info and 2 to return to the bank information menu
3. **Ludington Main Office** – Then press 1 to Repeat info and 2 to return to the bank information menu
4. **Manistee Parkdale** – Then press 1 to Repeat info and 2 to return to the bank information menu
5. **Manistee South** – Then press 1 to Repeat info and 2 to return to the bank information menu
6. **Scottville** – Then press 1 to Repeat info and 2 to return to the bank information menu

Press Option 7 to get account information by email:

1. Enter account number
2. Enter pin or star key to establish PIN
3. You can receive a summary with email address on file and a confirmation number

Press Option 8 for Future Dated Transactions:

1. Hear ACH transactions
2. Enter account number
3. Enter PIN or Press star key

4. Enter last SSN four
5. Listen to info – Press 2 to return to future dated transactions menu
6. Press 2 to Listen scheduled funds transfers

Press 9 for more options menu:

1. Activate a Card – Transfers to Card activation line
2. Report Card as lost or stolen
3. Change overdraft options opt in or opt out

Now if left untouched Voice will automatically repeat Main Menu options.