



TELEBANK QUICK REFERENCE GUIDE

Dialing up the *convenience*

TeleBank helps make managing your finances easier and more convenient. Obtain your checking or savings account balances, make loan payments, transfer funds, and more!

How to Use TeleBank

- Dial 800-757-0662. Press "2" for Spanish.
- TeleBank's system default is Touch Tone. Press 2 to use Speech Recognition.
- Follow the menu prompts
- Enter your account number and Personal Identification Number (PIN)

Quick Tips

- 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
- Press the 9 and the * key to enter a different account number

PLEASE NOTE

In order 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'll be asked to enter your Social Security Number. You'll then be prompted to re-register your PIN. For account transactions and inquiries, you'll always be asked to enter your account number and PIN.



PRESS
(or say) **4** Change PIN

PRESS
(or say) **5** Stop Payments Menu

1. Submit a stop payment for a specific check
2. Submit a stop payment with a check range
3. Stop payment inquiry

PRESS
(or say) **6** Bank Information Menu

1. East Ludington
2. Hart
3. Ludington Main office
4. Manistee Parkdale
5. Manistee South
6. Scottville

PRESS
(or say) **7** Get account information by email

PRESS
(or say) **8** Future Dated transactions

PRESS
(or say) **9** More options Menu

1. Activate a card
2. Report card as lost or stolen
3. Change your overdraft options

PRESS
(or say) **1** Account Balance Menu

1. Enter account number
2. Enter PIN or press *
3. Listen for account info
 - a. 1 – Balance for current account
 - b. 2 – Balance for another account
 - c. Account history

PRESS
(or say) **2** Account History Menu

1. Enter account number
2. Enter PIN or press *
3. Withdrawals
4. Deposits
5. All transactions
6. Check search
7. Amount of Transaction
8. Date of Transaction

PRESS
(or say) **3** Transfer Funds Menu

1. Transfer fund immediate transfer
2. Schedule a future funds transfer
3. Scheduled transfer