

# Telebank



## Quick Reference Guide



(800) 757-0662

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.

### Press (or say) **1** Account Balance Menu

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

### Press (or say) **2** Account History Menu

1. Enter account number
2. Enter PIN or press the star key
  1. Withdrawals
  2. Deposits
  3. All transactions
  4. Check Search
  5. Amount of transaction
  6. Date of Transaction

### Press (or say) **3** Transfer Funds Menu

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

### Press (or say) **4** Change PIN

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) **5** Stop Payments Menu

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

### Press (or say) **6** Bank Location Menu

1. East Ludington
2. Hart
3. Ludington Main Office
4. Manistee Parkdale
5. Manistee South
6. Scottville
7. Frankfort
8. Onekama
9. Traverse City

### Press (or say) **7** Account Information by Email Menu

### Press (or say) **8** Future Dated Transactions Menu

### Press (or say) **9** More Options Menu

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