

## 24-Hour Telephone Banking

540-473-2265  
Toll Free 866-830-2265

\*\*\*Effective January 3, 2011, our 24-Hour Telephone Banking menu options have changed. Whether you have used 24-Hour Telephone Banking in the past or you are a first time user, you will need to follow these instructions for logging in and setting up your new customer security code on or after January 3<sup>rd</sup>:

- Enter your social security number (or tax ID number for business) and press #.
- When you are asked to enter your security code, you must enter the last 4 digits of your SSN and press #. Please note: If the last 4 digits of your SSN starts with a zero, you must replace the zero with a "1."
- You will be asked to enter a **new** 4-digit security code of your choice and press #.
- You will be asked to re-enter your new security code for verification and press #.
- If the change was successful, your new security code will be repeated back to you and you will now be at the main menu.

### Main Menu Options

1. **Checking Information:** If more than one account exists, you will be asked to enter a specific checking account number. You will hear your available balance, amount of most recent deposit, and date of most recent deposit.
  1. To hear this information again
  2. To look up a check by number
  3. To look up transactions by amount
  4. To hear your most recent deposits
  5. To hear your most recent withdrawals
  6. To hear your most recent ATM withdrawal
2. **Savings Information:** If more than one account exists, you will be asked to enter a specific savings account number. You will hear your balance, available balance, amount of most recent deposit, and date of most recent deposit.
  1. To hear this information again
  2. To look up transactions by amount
  3. To hear your most recent deposits
  4. To hear your most recent withdrawals
  5. To hear your most recent ATM withdrawals
3. **Transfer money between your accounts**
  1. **Transferring from your checking account**
    1. Transferring to another checking account
    2. Transferring to a savings account
  2. **Transferring from your savings account**
    1. Transferring to a checking account
    2. Transferring to another savings account
4. **CD Information:** If more than one CD exists, you will be asked to enter a specific CD account number. You will hear your balance, maturity date, next interest date, amount of interest earned last year, and amount of interest earned this year.
  1. To hear this information again
  2. To look up transactions by amount
  3. To hear your most recent deposits
  4. To hear your most recent withdrawals
5. **Loans and Loan Payments:** If more than one loan exists, you will be asked to enter a specific loan account number. You will hear your current balance, next payment due date, amount due, and the amount of interest paid last year.
  1. To hear this information again
  2. To make a payment
  3. To look up transactions by amount
  4. To hear your most recent deposits
  5. To hear your most recent withdrawals
6. **Change your Security Code:** You will be prompted to change your security code.