COMMERCIAL BANK

How to Use Telephone Banking

Dial 800-959-9193

A recording will answer and guide you through the system. You must know your account number before using Telephone Banking for the first time. You may change your Login ID after your enrollment

IMPORTANT LOGIN INFORMATION: ALL RESPONSES FOR LOGIN ID, PIN NUMBER, OR SECURITY INFORMATION MUST BE KEYED IN AND FOLLOWED BY THE # KEY.

* Common options through the following menus

MAIN MENU

PRESS 1	Account Information and Funds Transfer
PRESS 2	Instructions
PRESS 3	Report Lost or Stolen ATM or Debit Card
PRESS 4	Banking Hours and Locations
PRESS 9	Repeat this Menu
PRESS 0	Speak with Customer Service during regular business hours

LOGIN MENU

PRESS 1	Existing Users
PRESS 2	New Users - Auto Enroll
PRESS 8	To Return to Previous Menu*
PRESS 9	Repeat this Menu *
PRESS 0	Speak with Customer Service during regular business hours *

* Common options through the following menus

ACCOUNT MENU

PRESS 1	Account Information
PRESS 2	Transfer Funds
PRESS 3	Change Login ID

ACCOUNT SELECTION MENU

PRESS 1	Checking Accounts
PRESS 2	Savings Accounts
PRESS 3	Time Deposits
PRESS 4	Loans

CHECKING AND SAVINGS MENU

PRESS 1	Balance Information
PRESS 2	Last six (6) Withdrawals
PRESS 3	Last Six (6) Deposits
PRESS 4	Specific Transaction Inquiries
PRESS 6	Transfer Funds

TIME DEPOSIT MENU

PRESS 1	Balance Information
PRESS 2	Last Interest Paid
PRESS 3	Next Interest Payment Date
PRESS 4	Maturity Date

LOAN MENU

(Select Account for Inquiry)

PRESS 1	Balance Information
PRESS 2	Last Payment Information
PRESS 3	Next Payment Information