

# TELEPHONE BANKING

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The following are a few quick tips to assist in navigating Telephone Banking. Please listen carefully to all menu options before making a selection as they may change.

## MAIN MENU

- Press 1** for Account Information and Debit Card PIN changes
- Press 2** for Branch Locations and Hours
- Press 3** for Lost or Stolen Cards (this option will transfer the customer to the HTLF Call Center. If after hours, the customer will be transferred to the appropriate debit card processor)

## IN ALL MENUS OR AT ANY TIME

- Press 0** to speak with a Customer Service Representative
- Press 9** to repeat menu options
- Press #** to return to the previous menu

## SIGNING INTO TELEPHONE BANKING

After pressing 1 in the main menu, enter your social security number or tax identification number followed by the # sign.

Telephone Banking will prompt you to enter your Personal Identification Number or PIN followed by the # sign.

**IMPORTANT:** Please memorize your Personal Identification Number (PIN). Do not write the four-digit number on any item containing your account information. Keep your PIN confidential and do not share with others.

**NOTE TO FIRST TIME USERS:** During your first use, or if your password was reset by Customer Service, you will be asked to enter your SSN, initial pin, (last 4 digits of your SSN), and zip code before being prompted to establish a PIN followed by the # sign and then reenter to confirm.

Prompts will continue according to the menu option selected and your accounts.

- Press 1** to continue with this account number
- Press 3** for account history – upon this selection, the customer will be asked to choose from a more detailed menu

Our Telephone Banking includes a dynamic interactive voice response system where the menu will change according to your current products and services. It provides you convenient access to account information 24 hours a day, 7 days a week from your touch tone phone. This service allows you to select as little or as much account information as you choose by following recorded prompts.

Use Telephone Banking to:

- Check account balances
- Check account history and/or transactions
- Transfer Money
- Change your ATM/Debit Card Personal Identification Number (PIN)

- Press 1** to search for transactions
- Press 1** to search by check number
- Press 2** to search by amount
- Press 3** to search by date
- Press 2** to hear a list of transactions
- Press 1** for most recent transactions
- Press 2** for credits
- Press 3** for debits
- Press 3** for electronic transactions
- Press 3** for upcoming transactions

## TELEPHONE BANKING OR DEBIT CARD PIN CHANGE

After pressing 1 in the main menu, please listen for the option to change the PIN on Telephone Banking or ATM/Debit Card.

### TELEPHONE BANKING PIN CHANGE

- Enter your new four digit PIN followed by the # sign
- For verification purposes, re-enter your new four digit PIN followed by the # sign
- The system will confirm the PIN has been changed and end the call

### DEBIT CARD PIN CHANGE

- Enter your ATM/Debit card number followed by the # sign
- The system will repeat the card number back to you
- Enter your current 4 digit ATM/Debit Card Pin followed by the # sign
- Enter your new 4 digit pin number followed by the # sign
- For verification purposes, reenter your new 4 digit pin number followed by the # sign
- The system will confirm the pin has been changed and end the call

PIN changes will be effective within a few minutes of request dependent on speed of system communication.

continue on back

## TRANSFERRING BETWEEN ACCOUNTS

After pressing 1 in the main menu, please listen for the option to Transfer Funds.

- Press 1** to transfer from a checking account. Enter the checking account number followed by the # sign
- Press 2** to transfer from a savings account. Enter the savings account number followed by the # sign

Once the selection has been made, you will be prompted to continue.

- Press 1** to transfer to a checking account. Enter the checking account number followed by the # sign
- Press 2** to transfer to a savings account. Enter the savings account number followed by the # sign

Enter the amount you wish to transfer, in dollars and cents, followed by the # sign. Telephone Banking will then recite your transfer request back.

- Press 1** to continue processing the transaction, if everything is correct

# Bank By Phone



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