



TELEPHONE BANKING

SET UP INSTRUCTIONS

If this is your first time using telephone banking use these steps.

INSTRUCTIONS

STEP 1:

Dial one of these three numbers:

888-807-8123

507-235-3362

507-776-2906

STEP 2:

The automated voice service will ask in Spanish if you would like to continue to Spanish press 2. To proceed in English do not press 2 or any other number at this time. Unless #2 is pressed the automated voice will proceed in English.

STEP 3:

You will be asked to type in your full account number.

STEP 4:

Then you will be asked to type in your full social security number or Tax ID associated with the account.

STEP 5:

Then you will be asked to type in your birthday in a very specific way. Use this format: 2-digit month, 2-digit day, and 2-digit year.

Example: if your birthday is July 6th, 1982 you will type in 070682

If the system tells you it did not recognize the date. You will be asking to put in your birthday again except this time using the 4 digits of your birth year.

Example: if your birthday is July 6th, 1982 you will type in 07061982

STEP 6:

Next you will be asked to create your pin that you will use each time you call. The pin needs to be 4 – 6 numbers long. The system will ask you to put in a couple of times to verify/set the pin correctly.

STEP 7:

Once you receive the automated voice stating you are enrolled you will be rerouted back to the main menu and can choice from on of the following menu items:

1 – Account balance

2 – Account history

3 – Funds transfer

4 - Future dated transactions

5 – Change your PIN

NOTE: you can press 8* at any time to switch to voice recognition (vs using numbers to get to your services)



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TELEPHONE BANKING

STEP-BY-STEP GUIDE

Use this page if you have already enrolled in telephone banking.

Each time you call in you will need your account number and your telephone banking PIN.

STEP 1:

Dial one of these three numbers:

888-807-8123

507-235-3362

507-776-2906

STEP 2:

The automated voice service will ask in Spanish if you would like to continue to Spanish press 2. To proceed in English do not press 2 or type any other number at this time. Unless #2 is pressed the automated voice will proceed in English.

There will also be a message stating you can press 8* at any time to switch to voice recognition. You do not need to do anything here unless you would like to use your voice to state which menu option you would like.

STEP 3:

You will be asked to type in the menu options:

1 – Account balance

2 – Account history

3 – Funds transfer

4 – Future dated transactions

5 – Change your PIN

STEP 4:

Then you will be asked to enter your full account number.

STEP 5:

Next you will be asked to enter your PIN.

STEP 6:

Finally, the system will provide you the information you need based on the menu option you selected.

If you have multiple accounts, the system will ask you which account you want to review.



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