

## TOUCH TONE TELLER

### Telephone Banking Service



Gain access to your account information any time, day or night, from the convenience of a touch tone phone. All you need for our Touch Tone Teller service is your account numbers and the last four digits of your Social Security Number to get started. Check your account balance, or transfer money – all at your fingertips!

#### Touch Tone Teller

- **Dial (515) 509-2552**
- For information in English – **Press 1**, or **Press 2** for Spanish
- For account information – **Press 1**, or **Press 2** for website address, or **Press 9** or hang-up to end the call
- Enter your account number (your checking, savings or a loan number you want to gain access to) followed by the # sign
- If this is your first call or your number has expired, you will use the last 4 digits of your Social Security Number as your Personal Identification Number (PIN). You will then be asked to establish your own 4 digit Personal Identification Number of your choice that you will use for future calls.
- You will hear a list of options to begin banking
  - a. If your account is a **Checking – Press 1**
  - b. If your account is a **Savings – Press 2**
  - c. If your account is a **CD – Press 3**
  - d. If your account is a **Loan – Press 4**
  - e. To **return to the previous menu – Press 9**
- Next you will choose what you want to do
  - a. To hear your **current balance & last deposit – Press 1**
  - b. To **review transactions – Press 2**
  - c. To **transfer funds – Press 3**
  - d. For **other checking account functions – Press 4**
  - e. To **inquire into other accounts or to change your personal identification number - Press 5**
  - f. To **return to the previous menu – Press 9**
  - g. To **repeat this menu – enter the # sign**
- You will then listen and enter the information requested. Please note if you have more than one checking or savings account and are making transfers; please have the **last four digits of your account numbers ready.**

We value your business and thank you for choosing Reliance State Bank. Please call us with any questions you have on using Touch Tone Teller or other ways we can help to make your banking simpler.