FirstLine Telephone Banking – Basic Call Flow

Call into 888-585-2660

For messages in English: press 1

For messages in Spanish: press 2

For account information	Press 1
For branch and ATM locations	Press 2
To report a lost or stolen debit card	Press 3
To report a lost or stolen credit card	Press 4
To listen to these options again	Press 9
To speak with a Customer Service Representative	Press 0

For account information, the user will need to enter their SSN or TIN followed by the pound sign.

The user will then enter their personal identification number followed by the pound sign.

Account Information Menu:

For checking and money market information	Press 1
For savings information	Press 2
To transfer funds	Press 3
To change your telephone banking, ATM or debit card PIN	Press 4
To listen to these options again	Press 9
To return to the previous menu	Press #
To speak with a Customer Service Representative	Press 0

Checking and Money Market Information Menu:

The system will automatically play the current and available balance for the main account linked to the card.

To repeat your balance information	Press 1
For additional account information	Press 2
For account history	Press 3
To transfer funds	Press 4
To place a stop payment	Press 5
To listen to these options again	Press 9
To return to the previous menu	Press #
To speak with a Customer Service Representative	Press 0

Account History Menu:

To search for specific transactions	Press 1
To hear lists of transactions	Press 2
For upcoming transactions	Press 3
To listen to these options again	Press 9
To return to the previous menu	Press #
To speak with a Customer Service Representative	Press 0

List of Transactions Menu:

For the most recent transactions	Press 1
For credits	Press 2
For debits	Press 3
For electronic transactions	Press 4
To listen to these options again	Press 9
To return to the previous menu	Press #
To speak with a Customer Service Representative	Press 0