

TeleBanker

Step-by-step Instructions

Step 1:

Dial 743-5382 or toll-free 1-888-743-4880 or 1-888-526-2782

“Welcome to Norway Savings Bank TeleBanker!”

Step 2:

“For account information, press 1”

“Please enter your account number followed by the pound (#) sign”

“If the account number you entered is a checking account, press 1”

“If the account number you entered is a savings account, press 2”

“If the account number you entered is a certificate of deposit, press 3”

“If the account number you entered is a loan, press 4”

“To return to the previous menu, press 9”

“To end this call, press 9 or hang up. At any menu during this call press “0” to speak to an operator.”

Step 3:

“Please enter your personal identification number, followed by the pound (#) sign.”

The first time that you call TeleBanker, enter the last 4 digits of your Social Security number or Tax Identification number), followed by the pound (#) sign. Next, you will hear this message:

“Your personal identification number has expired; enter your new personal identification number (PIN) followed by the pound (#) sign.”

You will use your newly selected PIN the next time that you call TeleBanker.

Step 4:

Step 4 instructions on the next page.



Member FDIC

CHECKING MENU

Press:

- 1 For your current balance and last deposit
- 2 To review transactions (see menu below)
- 3 To transfer funds (see menu below)
- 4 To make a payment (see menu below)
- 5 For other checking account functions (see menu below)
- 9 To inquire into other accounts or to change your P.I.N.

Review Transactions Menu

- 1 For the most recent checks
- 2 For the most recent deposits
- 3 For all transactions posted to your account
- 5 For pending transactions that will post as of the current business date
- 6 To see if a specific check has cleared
- 9 To return to the checking menu

Transfer Funds Menu

- 1 To transfer from checking to checking
- 2 To transfer from checking to savings
- 3 To transfer from savings to checking
- 5 For overdraft protection advance to checking
- 6 For line of credit advance to checking
- 9 To return to the previous menu

Payment Menu

- 1 For loan payments from checking
- 2 For loan payments from savings
- 5 Payment to overdraft protection account from checking
- 6 Payment to overdraft protection account from savings
- 9 To return to the previous menu

Other Checking Account Functions Menu

- 1 For interest information
- 2 For your overdraft protection account (see menu below)
- 9 To return to the previous menu

Overdraft Protection Account Menu

- 1 For payoff and payment information
- 2 For interest information
- 9 To return to the checking menu

Step 4:

"For the Checking Menu Press 1"

"For the Savings Menu, Press 2"

"For the Certificate of Deposit Menu, Press 3"

"For the Loan Menu, Press 4"

"To change your personal identification number, press 5"

Please note: This menu will list the accounts that are related to the first account number that you entered in Step 2.

SAVINGS MENU

Press:

- 1 For your current balance and last deposit
- 2 To review transactions (see menu below)
- 3 To transfer funds (see menu below)
- 4 To make a payment (see menu below)
- 5 For interest information
- 9 To inquire into other accounts or to change your P.I.N.

Review Transactions Menu

- 1 For the most recent withdrawals
- 2 For the most recent deposits
- 3 For all transactions posted to your account
- 5 For pending transactions that will post as of the current business date
- 9 To return to the savings menu

Transfer Funds Menu

- 2 To transfer from checking to savings
- 3 To transfer from savings to checking
- 4 To transfer from savings to savings
- 9 To return to the previous menu

Payment Menu

- 1 For loan payments from checking
- 2 For loan payments from savings
- 5 Payment to overdraft protection account from checking
- 6 Payment to overdraft protection account from savings
- 9 To return to the previous menu

LOAN MENU

Press:

- 1 For your current balance and loan payment information
- 2 For the most recent transactions
- 3 For interest information
- 4 To transfer funds (see menu below)
- 9 To inquire into other accounts or to change your P.I.N.

Transfer Funds Menu

- 6 For Line of Credit Advance to Checking
- 7 For Line of Credit Advance to Savings
- 9 To return to the previous menu

CERTIFICATE OF DEPOSITS

Press:

- 1 For your current balance and last deposit
- 2 For the most recent transactions
- 3 For interest information
- 9 To inquire into other accounts or to change your P.I.N.