

Voice Response Reference Guide

Step 1-Dial 585.454.5900

(For First Time Users, please refer to enrollment instructions)

- Press 9 for Spanish

Step 2-Select Options

1) Balance or Transaction History

Account Balances

- **1) Savings**-pick an account
 - Balance and Available Balance will be listed
 - **1) To access recent transaction, press 1**
 - To search for specific transaction, **press #**
 - **Press 1** for Deposits
 - **Press 2** for Withdrawals
 - **Press 3** for Checks
 - **Press 4** for Amount

To access another account, **press 1**.

To access main menu, **press 2**.

- **2) Checking**
 - Balance and Available Balance will be listed
 - **1) To access recent transaction, press 1**
 - Five most recent transactions will be listed
 - To search for specific transaction, **press #**
 - **Press 1** for Deposits
 - **Press 2** for Withdrawals
 - **Press 3** for Checks
 - **Press 4** for Amount

To access main menu, **press 2**

- **3) Loans**
 - Accounts Listed-Choose which account
 - Description of Loan – current balance, payoff amount as that day, next payment amount and due date will be listed
 - **1) To access recent transaction, press 1**
 - Two most recent transactions will be listed
 - To search for specific transaction, **press #**
 - **Press 1** for Deposits
 - **Press 2** for Withdrawals
 - **Press 3** for Checks
 - **Press 4** for Amount

To access main menu, **press 2**

- **4) Credit Card**
 - Balance and Next Payment will be listed (Please note, if payment was made your next payment may be listed as \$0)

To access main menu, **press 2**

2) Transfers and Loan Payments

1) New Transfer, press 1

- From-Select Account
- To-Select Account
- Enter amount with no decimal, Example \$5.00 = 500
- Transfer now, **press 1**
 - **Press 1** to Confirm
 - **Press 2** if incorrect (starts over)
- Transfer Later, **press 2**
 - Enter the mmdyyyy
 - Recurring, press 1
 - Single, press 2
 - Confirmation Number

2) Pending Transfers, press 2

- Upcoming Transfers will be listed
 - **Press 1** to Delete Pending Transfer
 - **Press 2** to Hear Next Transfer
 - **Press 3** to Finish

5) More Options, press 5

1) Locations, press 1

- Key in zip or get all by pressing *. If you put in your zip it does NOT tell the nearest locations. It will only tell you if there are branches or ATMs in that exact zip.
 - **Press 1** to hear listing of Branches
 - **Press 2** to hear listings of ATMs

6) More Options, press 6

- **Press 1** for Personal Preferences
 - **Press 1** to Change Pin Code
 - **Press 2** to Change Phone Number

7) To access main menu, press 7