

call 1.800.665.5728

Phone banking is an easy and convenient way to access your accounts, pay bills, transfer funds, check balances and so much more – anywhere, anytime, day or night. Best of all, it saves you money. **Have your member number, branch number and personal identification code ready and follow these simple steps.**

After listening to the greeting, make your selection from the following five options and press the corresponding number on your telephone keypad:

- 1** Account information & to pay bills
- 2** Lost or stolen MasterCards & information
- 3** Interest rates
- 4** Speak with an advisor
- 5** Exchange rates

Next you will be asked to enter:

Your branch number (see below right)

Your account number followed by #

Your identification code followed by #

Have your MasterCard or MasterCard number handy.

*TIP: Always keep your important numbers written down and saved in a safe place.*

- PRESS
- 1** Prime lending rate
  - 2** Summit Savings rate
  - 3** Term rates
  - 4** Loan rates
  - \*** Return to main menu

PRESS **\*** Return to main menu

- PRESS
- 1** Account balances
  - 2** Pay a bill
  - 3** Add/remove a bill vendor
  - 4** Transfer funds
  - 5** Transaction history
  - 6** Search for a transaction
  - 7** Loan payment information
  - 8** Change identification code
  - \*** Return to main menu

BRANCH	NUMBER
Trail	<b>11</b>
Fruitvale	<b>12</b>
Castlegar	<b>13</b>
Salmo	<b>14</b>
South Slocan	<b>15</b>
Nakusp	<b>16</b>
New Denver	<b>17</b>
Kaslo	<b>19</b>
Kimberley	<b>21</b>
Invermere	<b>22</b>
Radium	<b>23</b>

## important info

### New users

The first time you use phone banking, you will be prompted to change your identification code.

### Inter-member transfers

To transfer to other members' accounts, you first need to have their account numbers added to your phone banking profile. It's easy to do. Just drop in or give us a call.

### Need help?

Press **4** from the main menu at any time to speak to us directly.