

Welcome to banking by phone.

MEMBER SERVICE CENTRE

When you call our Member Service Centre (MSC), you'll be connected to a real person right here in the Kootenays who can help you with loans, mortgages, investments, credit cards, online banking and much more. It's like having a branch in your phone.

Call us toll free at 1.800.665.5728
from anywhere in Canada and the U.S.
Monday - Friday 8:00 am to 5:00 pm PT
Saturday 8:00 am to 3:00 pm PT

PHONE BANKING

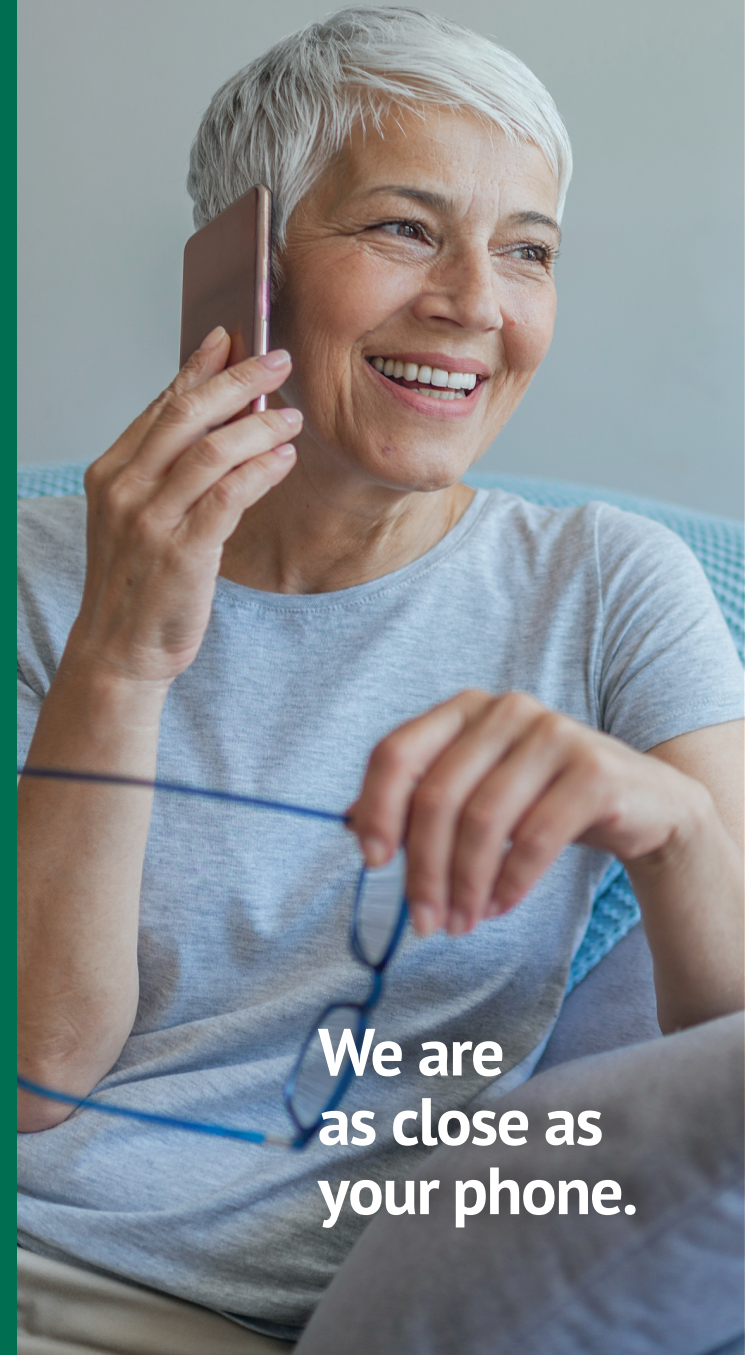
Press 1 on the MSC menu and you'll be directed to phone banking where you have 24/7 access to your accounts. All you need is a touchtone phone and your personal identification code. If you don't have a code, simply call us and we'll set you up. Safe, secure phone banking lets you:

- check balances
- check your transaction history
- search for a specific transaction
- transfer funds
- pay bills
- add or remove bill vendors
- get interest and foreign exchange rates
- get loan payment information
- report lost or stolen debit/credit cards
- get information on your Collabria® Visa* card
- change your identification code
- speak with an advisor

1.800.665.5728 | kscu.com



KOOTENAY SAVINGS
est. 1969



We are
as close as
your phone.

07/24

kscu.com



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Call our Member Service Centre **1.800.665.5728**



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press 1
for phone banking

press 2
to report a lost
or stolen credit
or debit card

press 3
for branch hours

press 4
for general inquiries, to book
an appointment, or for help
accessing accounts

press 5
for help with
personal loans
and mortgages

press 6
for help with
business loans
and mortgages

press 7
for MoneyWorks

After listening to the greeting and pressing 1, you will be connected to **Phone Banking**.
Have your member number, branch number and personal identification code ready and follow the simple verbal prompts (see below).

**1 Account information
or to pay bills**

Next you will be asked
to enter:

Your branch number
(see right)

Your account number
followed by #

Your identification
code followed by #

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

BRANCH

- 11 Trail
- 12 Fruitvale
- 13 Castlegar
- 14 Salmo
- 15 South Slocan
- 16 Nakusp
- 17 New Denver
- 19 Kaslo
- 21 Kimberley
- 22 Invermere
- 23 Radium

3 Interest rates

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

**4 Assistance with your
Collabria® Visa* card or
Kootenay Savings debit
card**

*Have your card number
handy if possible*

**4 Speak with
a Kootenay
Savings advisor**

**5 Foreign
exchange
rates**

**6 To hear
options
again**

*** To exit
phone
banking**

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. Just give us a call.