



**We are  
as close as  
your phone.**

# 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

**press 1**  
for phone banking

**press 2**  
for branch hours

**press 3**  
to report a lost  
or stolen credit  
or debit card

**press 4**  
to speak with a  
KS representative

**press 5**  
to speak with a representative  
from MoneyWorks, Commercial  
Services or Kootenay Insurance

**press \***  
to hear options  
again

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
- 5 Transaction history
- 6 Search for a transaction
- 7 Loan payment information
- 8 Change 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.

**1.800.665.5728 | [kscu.com](https://www.kscu.com)**

 **Kootenay Savings**

**stay connected**   