

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

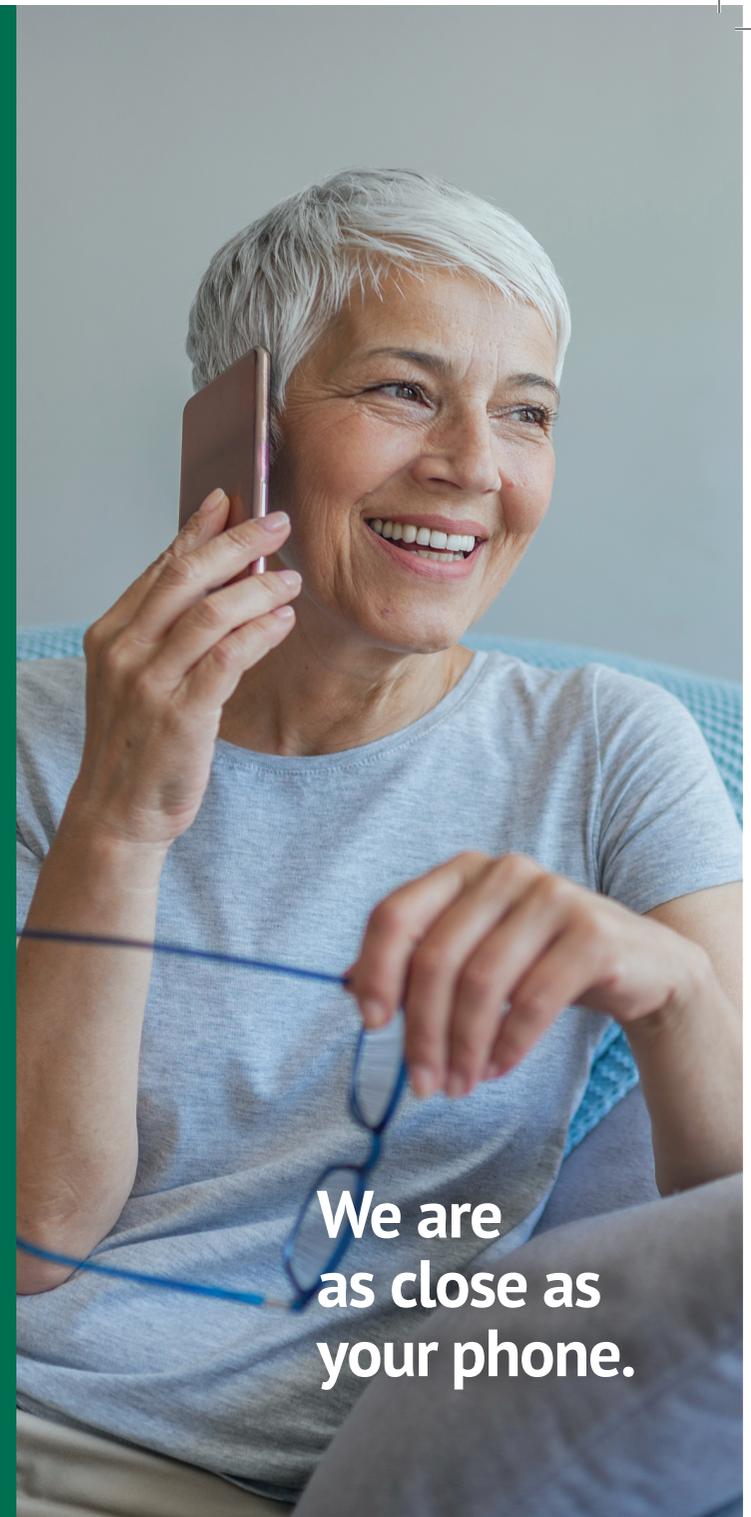
Press 1 on the MSC menu and you'll be directed to phone banking where you have 24/7 access to your accounts. All you need is a touchtone phone and your personal identification code. If you don't have a code, simply call us and we'll set you up. Safe, secure phone banking lets you:

- 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

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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.