

# PHONE BANKING. *anytime. anywhere.*



**BANK ANYTIME, ANYWHERE.** Virtually most of banking needs can be met from the comfort of your home through online, mobile or phone banking or by calling our Member Service Centre. If you haven't yet tried any of these options, we can help get you started.

**Phone Banking** is convenient, safe, and secure. All you need is a phone and your personal identification code.

## Here's what you can do with Phone Banking.

- Check your account 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 a lost or stolen credit card
- Change your personal identification code
- Speak with an advisor during branch hours

## Follow these easy steps to use Phone Banking.

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

1. Call 1.800.665.5728.
2. Select 1 for Phone Banking.
3. Select 1 for Account Information and to Pay Bills.
4. Enter the following information:
  - Your branch number (see left)
  - Your account number – followed by #
  - Your identification code- followed by #
5. Select one of the listed options.
6. Follow the prompts to complete your transaction.

If you need a new personal identification code to activate your phone banking or you have forgotten your existing code call 1.800.665.5728 and we will get you set up.

**If you have questions or would like assistance please call our Member Service Centre at 1.800.665.5728, and one of our advisors would be happy to assist you.**

**We can help get you started.**

**1.800.665.5728**

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