



# TELEPHONE BANKING GUIDE

Call **1-877-354-8853** to access Union Bank's Telephone Banking system.

## New Customers:

1. Enter your bank account number
2. Press \* key to create a new PIN
3. Enter your social security number
4. Enter your date of birth (MM/DD/YYYY)
5. Enter new PIN (4-6 digits)
6. Enter new PIN again for verification

## Existing Customers:

1. Enter your bank account number
2. Enter your PIN
3. Enter your social security number

*We recommend that you keep your account information handy when accessing your account by telephone.*

## Telephone Banking Main Menu

### **Press 1: Account Balance**

*Hear available balance and pending transactions*

### **Press 2: Account History**

1. Last 5 transactions
2. Last 5 withdrawals
3. Last 5 deposits
4. Last 5 ATM transactions
5. Search by check number
6. Search by amount

### **Press 3: Transfer Funds or Make a Payment**

1. Transfer funds immediately
2. Schedule a funds transfer
3. Make a payment
4. Hear existing scheduled transfers
5. Delete an existing transfer

### **Press 4 – Card Services**

1. Activate a card
2. Deactivate or report a card lost/stolen
3. Change a debit card PIN
4. Reorder a card

### **Press 5 – Change Your PIN**

### **Press 6 – Bank Information**

*Hear a list of all branch locations and hours*

### **Press 7 – Future Dated Transactions**

1. ACH transactions
2. Existing scheduled transfers

### **Press 8 – Get Account Information by Email**

*Receive a snapshot of account activity sent to email address on file (does not apply to loan accounts)*

## Global Commands

Voice Recognition: Press 8\*      Skip: Press 5\*  
Help Menu: Press 1\*              Repeat: Press #  
Main Menu: Press 3\*              Hang Up: Press 7\*  
Go Back: Press \*                  Operator: Press 0

## Additional Information

New accounts are not available until the next business day.

A new caller has 60 days to access telephone banking for the first time before their access expires.