



TELEPHONE BANKING

STEP-BY-STEP GUIDE

Use this page if you have already enrolled in telephone banking.

Each time you call in you will need your account number and your telephone banking PIN.

STEP 1:

Dial one of these three numbers:

888-807-8123

507-235-3362

507-776-2906

STEP 2:

The automated voice service will ask in Spanish if you would like to continue to Spanish press 2. To proceed in English do not press 2 or type any other number at this time. Unless #2 is pressed the automated voice will proceed in English. There will also be a message stating you can press 8* at any time to switch to voice recognition. You do not need to do anything here unless you would like to use your voice to state which menu option you would like.

STEP 3:

You will be asked to type in the menu options:

1 – Account balance

2 – Account history

3 – Funds transfer

4 – Future dated transactions

5 – Change your PIN

STEP 4:

Then you will be asked to enter your full account number.

STEP 5:

Next you will be asked to enter your PIN.

STEP 6:

Finally, the system will provide you the information you need based on the menu option you selected.

If you have multiple accounts, the system will ask you which account you want to review.



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