



# TELEPHONE BANKING

## SET UP INSTRUCTIONS

If this is your first time using telephone banking use these steps.

### INSTRUCTIONS

#### 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 any other number at this time. Unless #2 is pressed the automated voice will proceed in English.

#### STEP 3:

Choose one of the following menu items:

**1 – Account balance**

**2 – Account history**

**3 – Funds transfer**

**4 – Future dated transactions**

**5 – Change your PIN**

#### STEP 4:

You will be asked to type in your full account number.

#### STEP 5:

Then you will be asked to type in your full social security number or Tax ID associated with the account.

#### STEP 6:

Then you will be asked to type in your birthday in a very specific way. Use this format: 2-digit month, 2-digit day, and 2-digit year.

*Example: if your birthday is July 6th, 1982 you will type in 070682*

If the system tells you it did not recognize the date. You will be asking to put in your birthday again except this time using the 4 digits of your birth year.

*Example: if your birthday is July 6th, 1982 you will type in 07061982*

#### STEP 7:

Next you will be asked to create your pin that you will use each time you call. The pin needs to be 4 – 6 numbers long. The system will ask you to put in a couple of times to verify/set the pin correctly.

*NOTE: you can press 8\* at any time to switch to voice recognition (vs using numbers to get to your services)*



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