

## Telephone Banking

### Key Features

- Receive your bank account information via a touch-tone telephone
- Receive information on your:
  - Checking Accounts
  - Savings Accounts
  - Loans
- Access from any touch-tone telephone
- Utilizes a Personal Identification Number (PIN) for access and identity verification
- Leave voice messages for your banker

### How do you use Bank-by-Phone with TeleBanc?

- Dial:
  - **765-654-6872 (Clinton County)**
  - **765-483-2768 (Boone County)**
  - **317-758-4786 (Hamilton County)**
- When prompted, please enter:
  - Your Bank-by-Phone Account Number (*this is your checking, savings, CD, or loan account number*)
- Your Bank-by-Phone Personal ID Number (*4 digit code*)

**0** **At any time to speak to a Customer Service Representative during bank hours**

**2** **Verify if a specific check has cleared**

**9** **To end the call**

**1** **Account Information**

**1** **Checking**

**1** **Current Balance**

**2** **Transactions**

- 1 - Transactions that will post today
- 2 - Most recent transactions
- 3 - Most recent deposit
- 4 - All transactions
- 6 - Verify if specific check cleared
- 9 - Return to checking menu

**3** **Transfers**

- 1 - Checking to checking
- 2 - Checking to savings
- 3 - Savings to checking
- 6 - Loan advance to checking
- 9 - Return to checking menu

**4** **Payments**

- 1 - Loan from checking
- 3 - Bill payments from checking
- 9 - Return to checking menu

**5** **Other**

- 1 - Interest information
- 9 - Chg. pin # and other accts.

**2** **Savings**

- 1 - Current balance & last deposit
- 2 - Transactions
- 3 - Transfers
- 4 - Payment
- 5 - Interest information
- 9 - Change pin # and other accts.

**4** **Loans**

- 1 - Current balance & loan pymt.
- 2 - Most recent transactions
- 3 - Interest information
- 4 - Transfer funds
- 5 - Payoff information
- 9 - Change pin # and other accts.

**5** **Change Pin Number**

**9** **Return to Main Menu**