PHONE BANKING

Phone Banking has always made managing your finances easy and convenient. Now, it's even easier to get your savings or checking balances, most recent transactions, transfer funds, make loan payments, activate cards, even place a stop pay and more.

Key Changes

- The # sign is no longer needed after each entry
- Use the * as a decimal when entering amounts
- New menu options

New features include

- Voice activation allows you to say commands instead of using the key pad
- Option 5 gives access to future dated transactions

Using Phone Banking

Call 517.548.6451
Toll free outside Livingston County, **800.317.0538**
Enter your Account Number and PIN when prompted.

Touch Tone or Voice Activation
Phone Banking's standard is to have you press the numerals on your phone key pad *(touch tone entries)*.

Now you can use 'voice commands' instead.
Press 8 then * to use voice commands.

1 **Balances**
on savings, checking, certificates, IRAs and loans
Press 1 for Savings
Press 2 for Checking or Money Markets
Press 3 for Loans
Press 4 for Certificates or IRAs

2 **Account History**
on savings, checking, certificates, IRAs and loans

3 **Transfer Funds or Make a Payment**
between accounts or make a loan payment
Press 1 to transfer funds now
Press 2 to schedule a transfer
Press 3 for payments
Press 4 to hear your existing scheduled transfers
Press 5 to delete a scheduled transfer

4 **Account Information by e-Mail**
to have list of recent list of account activity emailed to the email on file for your account

5 **Future Dated Transactions**
NEW FEATURE: hear pending credits to your account

6 **Card Services**
Press 1 to activate a new card
Press 2 to de-activate a lost or stolen card

7 **Stop Payments**
Press 1 to Stop Payment on a specific check number
Press 2 for Stop Pay inquiry

8 **Change Overdraft Options**

9 **More Options**
Press 1 to Change Access Code
Press 2 for Merchant Check Verification

PHONE BANKING 'SHORTCUTS'

Press * as a decimal when entering amounts

Press * to return to the previous menu

Press # to repeat an option

Press 1 then * for help

Press 3 then * to return to the main menu

Press 7 then * to end your call, or hang up

Press 8 then * to switch to voice commands

Press 9 then * to enter a different account number

Member FDIC