



FirstLine Telephone Banking Quick Reference Guide

Call (608) 375-4900
(Or toll free 1-800-485-2871)

Say "English" or Press 1

Choose from the following Menu Options:

1. Account Information
2. ATM or Check Card
3. Funds Transfer
4. Bank Information
0. To transfer to the Operator

Your Personal Identification Number (PIN) will be the last four digits of your Social Security Number or Tax Identification Number. Once you have entered this number, you will be prompted to choose a new PIN of your choice. For your protection we require you to change your PIN. Please contact a Customer Service Representative should you have any questions.

Press * to backup at anytime

1 – Account Information

1. *Checking and Money Market Account Information*

(Enter Account Number; Enter PIN Number)

- 1) Withdrawals
- 2) Deposits
- 3) Funds Transfer (see heading 3)
- 4) Find Transaction
 1. Search by Check Number
 2. Search by Withdrawal Amount
 3. Search by Deposit Amount
- 5) More Options
 1. Balance
 2. Interest
 3. Change PIN

2. *Savings Account Information*

(Enter Account Number; Enter PIN Number)

- 1) Withdrawals
- 2) Deposits
- 3) Funds Transfer (see heading 3)
- 4) Find Transaction
 1. Search by Withdrawal Amount
 2. Search by Deposit Amount
- 5) More Options
 1. Balance
 2. Interest
 3. Change PIN

3. *Certificate of Deposit (CD)*

(Enter Account Number; Enter PIN Number)

- 1) Balance
- 2) Interest
- 3) Change PIN

4. *Individual Retirement Accounts*

(Enter Account Number; Enter PIN Number)

- 1) Balance
- 2) Interest
- 3) Change PIN

5. *Loan Information*

(Enter Account Number; Enter PIN Number)

- 1) Advances
 1. Search Advances by Amount
 2. Search Payments by Amount
- 2) Payments
- 3) Find Transaction
 1. Balance
 2. Interest
 3. Change PIN
- 4) More Options
 1. Balance
 2. Interest
 3. Change PIN

2 – ATM or Check Card

1. Activate
2. Report Lost or Stolen
0. Operator

3 – Funds Transfer

FROM ACCOUNT

- 1) FROM Checking
- 2) FROM Savings

Enter Account Number; Enter PIN Number

Gives available balance in that Account

TO ACCOUNT

- 1) TO Checking
- 2) TO Savings
- 3) TO Loan

Enter Account Number

Enter Dollars

Press * for decimal

Enter Cents

Repeats Transfer Back

Is this Correct?

1. Yes
2. No

Receive Confirmation Number

4 – Bank Information

Locations

Hours

Phone Numbers

When you are finished, you can just hang up.