

# Telephone Banking Instructions

Get anytime access to your account information, no computer required!  
With Telephone Banking, your accounts are just a phone call away.

## INSTRUCTIONS:

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1. To access Telephone Banking, dial 907-225-7090 or 800-764-2265.
2. Listen carefully to the prompts, as Telephone Banking has a variety of options to choose from.
3. At the appropriate prompt, press 1 to use Touchtone or say "English" to use Voice.
4. Choose a function from the **Menu:**



**Select Account:** Press 1 or say "Select Account"

Use this option to hear your account's current and available balance, cleared checks, interest accrued, withdrawals, deposits and transaction history.

**Transfer Money:** Press 2 or say "Transfer Money"

Use this option to transfer money from one Telephone Banking account to another.

**All Accounts Balances:** Press 3 or say "All Accounts Balances"

Use this option to hear current balances on your Telephone Banking accounts.

**More Choices:** To change your PIN – Press 5 or say "More Choices"

Use this option to change your 4 digit PIN.

5. To ensure the security of your account you will be asked a series of three questions:

**Account Number:** You can use any account you have authorized for Telephone Banking as your sign-in number. Enter the account number with the key pad or say the account number. You can contact your local branch or call First Bank's Electronic Banking Center at 907-228-4446 or 888-220-4446 to learn which account numbers are linked to your Telephone Banking service.

**PIN:** Enter your PIN number with the keypad or say your 4 digit PIN. For questions regarding your PIN, please contact your local branch or call First Bank's Electronic Banking Center at 907-228-4446 or 888-220-4446.

**Security Questions:** Enter your answers with your keypad or say your response. These questions provide an extra layer of security for your accounts.

6. Once signed into Telephone Banking, you can navigate through the menus to hear the details of your accounts, including balances, cleared checks, accrued interest, withdrawals, deposits and transaction history. You can also transfer your money between your Telephone Banking accounts and change your PIN.
7. You can use the \* and # buttons to ease your way through the Telephone Banking menu.

Use the \* button to repeat the previous prompt.

Use the # button to return to the previous menu.