



**First Bank Easy Access Bank by Phone  
Phone Prompts**

**MAIN MENU**

- 1-For account information and Funds Transfer
- 2-For Interest and Canadian Exchange Rate Information
- 3-For Instructions on how to use this system
- 4-To receive a fax of account transactions
- 5-For Express Loan Calculator
- 6-For branch hours and locations
- 8-If you are a merchant calling for check verification
- 9-To repeat this menu

**ACCOUNT INFORMATION AND FUNDS TRANSFER MENU**

- 1-For information on checking and money market accounts
- 2-For information on savings accounts
- 3-For information on loan accounts
- 4-For information on certificates of deposit and individual retirement accounts
- 5-To transfer funds
- 6-To request a stop payment
- 8-To return to the previous menu
- 9-To repeat this menu

**CHECKING AND MONEY MARKET INFORMATION MENU**

- 1-For current balance information
- 2-For last 6 withdrawals
- 3-For deposit information
- 4-For ATM and other automatic transactions
- 5-For specific transaction inquiry
- 6-For interest information
- 7-To change your P.I.N. number
- 8-To return to the previous menu
- 9-To repeat this menu

**SAVINGS ACCOUNT INFORMATION MENU**

- 1-For current balance information
- 2-For last 6 withdrawals
- 3-For deposit information
- 4-For ATM and other automatic transactions

- 5-For inquiry by amount
- 6-For interest information
- 7-To change your P.I.N. number
- 8-To return to the previous menu
- 9-To repeat this menu

#### **LOAN SELECTION MENU**

- 1-For information on commercial loans
- 2-For information on mortgage loans
- 3-For information on installment loans
- 4-For information on revolving lines

#### **LOAN ACCOUNT INFORMATION MENU**

- 1-For current balance information
- 2-For payoff information
- 3-For the date and amount of your last payment date
- 4-For your next payment date
- 5-For your payment amount
- 6-For interest information
- 7-To change your P.I.N. number
- 8-To return to the previous menu
- 9-To repeat this menu

#### **CERTIFICATES OF DEPOSIT & INDIVIDUAL RETIREMENT ACCOUNT INFORMATION MENU**

- 1-For current balance information
- 2-For the date and amount of your last payment
- 3-For next interest payment date
- 4-For maturity date
- 5-For accrued interest
- 6-For interest information
- 7-To change your P.I.N. number
- 8-To return to the previous menu
- 9-To repeat this menu

#### **FUNDS TRANSFER FROM ACCOUNT MENU**

- 1-To transfer funds from a checking account.
- 2-To transfer funds from a savings account
- 8-To return to the previous menu
- 9-To repeat this menu

#### **FUNDS TRANSFER TO ACCOUNT MENU**

- 1-To transfer funds to a checking account
- 2-To transfer funds to a savings account
- 3-To transfer funds to a commercial loan.
- 4-To transfer funds to a mortgage loan

- 5-To transfer funds to an installment loan
- 6-To transfer funds to a line of credit loan
- 8-To return to the previous menu
- 9-To repeat this menu

### **RATE AND PRODUCT INFORMATION MENU**

- 1-For Interest, Checking and Savings rates
- 2-For Fixed Rate Time Deposits
- 3-For Variable Rate Time Deposits
- 4-For rate on the current exchange rates on Canadian currency
- 8-To return to the previous menu
- 9-To repeat this menu

### **INSTRUCTIONS MENU**

1. To access information you will need your account number and your four digits Personal Identification Number. The last four digits of your social security or tax I. D. number have been assigned as your initial P.I.N. number. The first time you access your accounts you are required to change your social security or tax I. D. to any other four digit number.
2. The opening menu allows you to access the account selection menu; rate and product information, system instructions, and merchant check verification.
3. The account information and funds transfer menu provides access to checking, savings, loan and time deposit accounts, as well as the ability to transfer funds.
4. The checking and savings account menus provide information on you account balance, previous account activity, your last deposit date and amount, specific check information, and interest information.
5. The loan selection menu provides access to installment, commercial, mortgage, and equity credit line accounts. Included are balance, payoff, last payment, next payment, and interest information.
6. The certificate of deposit and individual retirement account menu gives information on your account balance, maturity date, and interest information.
7. The funds transfer menu will allow you to transfer between pre-authorized checking, savings, and loan accounts. Please contact the bank regarding further information.
8. Action keys on your telephone keypad are as follows. Eight will return you to the previous menu. Nine will repeat the menu you are in. Zero will transfer you to an operator during regular banking hours.