

Telephone Banking Upgrade Information

Frequently Asked Questions

Q. Will the phone numbers for Telephone Banking stay the same?

A. Yes, the same telephone numbers will be used to access the new system.

Toll-Free:	800-764-2265
In Ketchikan:	907-225-7090

Q. Why can't I use my Social Security number to access my Telephone Banking account?

A. To provide greater protection of your accounts, the new login ID now uses any of your Telephone Banking account numbers. Contact your local branch or call First Bank's Electronic Banking Center at 888-220-4446 to learn which accounts are linked to your Telephone Banking service.

Q. Will my PIN change for the new Telephone Banking service?

A. No, you can use the same PIN that was used with the previous Telephone Banking service.

Q. Why do I have to answer additional security questions once I have given my account number and PIN number?

A. For increased account protection, we have added additional security questions to ensure only the rightful owner can access the account.

Q. Can I access the same accounts I had in the old Telephone Banking?

A. Yes, the same accounts accessed with the old Telephone Banking service will still be available.

Q. Are the menus different from the old Telephone Banking?

A. The new navigation menus are very familiar and easy to use.

