

# Telephone Banking Guide

## How to Use Telephone Banking

- Dial 1-866-777-7872
- Follow the menu prompts (see below for new options as of December 2016)
- Enter your account number and Telephone Banking personal identification number (PIN)
- At any time, press 8 \* to switch from Touch Tone to Speech Recognition mode

To verify your identity the first time you call into the new Telephone Banking system, you'll be asked to enter your Social Security Number or Tax ID. This is the only time you'll be asked to enter this information. You will then be asked to re-register your 4-10 digit PIN. For account transactions and inquiries (balances, interest, etc.), you'll always be asked to enter your account number and PIN.

*Press or say*

**1**

### Account Balance

*Press or say*

**2**

### Account History

- Press 1: Last 3 withdrawals
- Press 2: Last 3 deposits
- Press 3: Last 3 ATM transactions
- Press 4: All transactions
- Press 5: Amount
- Press 6: Check number

*Press or say*

**3**

### Transfer Funds, Make a Payment

- Press 1: Make a transfer now
- Press 2: Schedule a transfer
- Press 3: Make a payment now
- Press 4: Hear scheduled transfers
- Press 5: Delete an existing transfer

*Press or say*

**4**

### Stop Payment

- Press 1: On a check number
- Press 2: On a check range
- Press 3: Stop payment inquiry

*Press or say*

**5**

### Future-Dated Transactions

- Press 1: ACH transactions
- Press 2: Existing scheduled transfers

*Press or say*

**6**

### Change your PIN

*Press or say*

**7**

### Report Fraud or Lost/Stolen Card

- Press 1: Report an ATM or debit card lost/stolen
- Press 2: Report fraud on your debit card
- Press 3: Report a credit card lost or stolen

*Press or say*

**8**

### Bank Information

- Press 1: Wisconsin branches
- Press 2: Michigan branches

*Press or say*

**9**

### More Options

- Press 1: Get account information by email
- Press 2: Interest rates
- Press 3: Change overdraft options



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