

PHONE BANKING MENU

PRESS 1 - BALANCES & TRANSACTION HISTORY

1. Savings
2. Checking
3. Credit Card
 1. Recent Transactions
 1. To hear another account
 2. Return to Balances & Transaction History

PRESS 2 - TRANSFERS & LOAN PAYMENTS

1. From Savings

Which Account are you transferring to?

1. Savings
2. Checking
3. Credit Card
4. Transfer to another member
 1. Member #
 2. Account Type
 3. First 2 letters of last name

2. From Checking

Which Account are you transferring to?

1. Savings
2. Credit Card
3. Transfer to another member
 1. Member #
 2. Account Type
 3. First 2 letters of last name

PRESS 5 - MORE OPTIONS

1. Locations
2. Stop Payment
5. Tax Info
6. More Options
 1. Personal Preferences
 2. Open Account
 3. Loan Applications
 7. Repeat Options

**PRESS 0 - TO REACH A NORTH COAST
MEMBER SERVICE REPRESENTATIVE**

REGISTER FOR PHONE BANKING

STEP ONE

Key-in your User ID. (This is your MEMBER NUMBER)

STEP TWO

Key-in default PIN. Default PIN is the last four digits of your Social Security Number.

STEP THREE - REGISTER PHONE

Q. Is this the number you normally call from?

Key in 1 for YES

Key in 2 for No. Now key-in the phone number

(You can register up to 3 phone numbers including Mobile, Home and Work)

STEP FOUR - ANSWER 3 OF 6 CHALLENGE QUESTIONS

(It's ok to make up your answers)

1. Youngest sibling's birthdate.
2. Last four numbers of your childhood phone number.
3. Age you were on your first date.
4. Number of pets you had before you were 10.
5. Numeric street address of your childhood home.

STEP FIVE - RECORD YOUR OWN QUESTION OR SELECT A PERSONAL PHRASE

Key in 1 to Record your own personalized message

Key in 2 to choose a phrase from this list:

- Will you succeed? Yes, you will indeed!
- Today is your day!
- The rain in Spain stays mainly on the plain.

STEP SIX - CREATE NEW 4 DIGIT PIN

PRESS 0 - TO REACH A NORTH COAST MEMBER SERVICE REPRESENTATIVE