

TELEPHONE BANKING



Main features

- Get branch or ATM information
- Check balances on your accounts
- Pay bills and add new bill vendors
- Transfer funds between your accounts
- Report a lost or stolen card

Getting started

Our Telephone Banking system was designed with security in mind. Using your touch-tone phone, you can keep track of your finances at your convenience.

You will need:

- Your member number
- A confidential 4-digit member access code or PIN obtained from any Community First branch. (First-time callers will be prompted to change the access code we provided to you)

From a touch-tone phone, dial: 1 (866) 759-7555

You will be prompted for your **Member ID** and **4-digit PIN** after you have selected an option from the menu below.

Tip

You can press * at any time to repeat your choices or # to return to the previous menu. Option 1 has many choices. You can press options 2 through 8 to jump to a specific activity.

Our telephone banking service is free, but there's a nominal charge for bill payments. Ask how you can pay bills for free with one of our convenient service plans!

¹ If you have less than 5 eligible accounts it will list all the accounts together instead of separating them out into categories (i.e. 1. Chequings, 2. Savings etc...) If you have more than one of the same account type (i.e. 2 Simply Free Chequings), each account will be identified by the last 4 digits of the account number.



SELECT AN ACCOUNT: PRESS 1

All of your accounts will be listed¹. Upon selecting one account, you will hear current and available balances, along with details of the last transaction. From here you may choose 1 of the following 4 options:

Select 1 Account Summary

Select 2 More details

Select 3 Transfer money between accounts

Select 4 Work with another account



TRANSFER MONEY: PRESS 2

Once an account is selected¹, follow the prompts to select which account you will transfer funds into.



ACCOUNT BALANCES: PRESS 3

Will list ALL account current and available balances.



GENERAL INFORMATION: PRESS 4

Select 1 Locations and office hours

Select 2 Locate the nearest ATM

Select 4 Report a lost of stolen card



BILL PAYMENTS: PRESS 6

Select 1 Pay a bill

Select 2 Change or cancel a scheduled bill payment

Select 3 Manage your personal payee list



MORE CHOICES: PRESS 8

Select 1 Report a lost or stolen card

Select 3 Change your pin

Select 5 Log on with a member ID

