**24 HOUR BANKING – MENU FLOW**

**\*Customers can now call 608-489-2424, 608-625-2999, or Toll Free 1-866-512-1476**

**NEW USER INITIAL SETUP:**

* **Greeting will play**
* **Enter SS#**
* **Enter PIN**
* **Re-enter PIN**
* **System will say that the information entered is invalid**
* **Hang up and call the bookkeeping department at 608-489-2621 to complete setup**

**ESTABLISHED CALLERS:**

* **Greeting will play**
* **Please enter Social Security Number followed by pound sign (#)**
* **Please enter 4 digit PIN followed by pound sign (#)**
* **Menu Options will play:**
  1. **FOR ACCOUNT BALANCES**
     + **Enter Account Number**
     + **Plays for balance**
       - **Press 1 for Specific check number**
       - **Press asterisk (\*) to return to the main menu**
       - **Press pound sign (#) to hang up**
  2. **FOR ACCOUNT HISTORY**
     + **Enter Account Number**
     + **Plays Account History**
  3. **TO TRANSFER FUNDS TO A CHECKING OR SAVINGS ACCOUNT**
     + **Enter Account Number**
     + **Enter Account to Transfer *from***
     + **Enter Account to Transfer *to***
     + **Enter Amount to Transfer**
  4. **LOAN BALANCES**
     + **Enter Loan Number**
     + **Plays Loan Balance**
  5. **LOAN ACCOUNT HISTORY**
     + **Enter Loan Number**
     + **Plays Loan History**
  6. **FOR LOAN PAYMENTS**
     + **Enter the Account Number you would like to make a payment *from***
     + **Enter the Loan Number you would like to make the payment *to***
     + **Enter the amount to transfer**
  7. **FOR CERTIFICATES (CD BALANCES)**
     + **Enter Account Number**
     + **Plays Balance**
  8. **TO CHANGE YOUR PIN**

**PRESS ZERO (0) FOR GENERAL BANK INFORMATION**

**PRESS ASTERISK (\*) TO REPEAT THIS MENU**

**PRESS POUND SIGN (#) TO HANG UP, OR SIMPLY HANG UP**