

InfoLine Telephone Banking

Check your finances anytime, anywhere



What is Telephone Banking?

Check your balances and account information anytime, anywhere by calling InfoLine, The Bank of Elk River's automated telephone banking system at **763-441-3380**. With InfoLine you can bank safely, conveniently and confidently 24/7 by using speech recognition or touch tone services.

BENEFITS

- Hear current account transactions
- Obtain account balances
- Verify transaction amounts
- Transfer funds between accounts
- Make loan payments
- Report a lost or stolen Cash & Check Card
- Change your overdraft options
- Stop payment on checks
- Obtain bank hours and locations

What languages can be used with the telephone banking system?

Both English and Spanish are available.

How do I use voice recognition vs. touch tone with my telephone banking?

Call InfoLine at 763-441-3380. When prompted, enter '2' for voice recognition.

How do I get my account balance?

Balance information is available under the Account Balance option. This provides the current balance and loan payoff information.

MAIN MENU – Press 1 or say Account Balance

How do I find out what checks or deposits have cleared?

Hear the entire history or narrow your search to just the items you want, such as deposit, withdrawals, or ATM transactions. You can then search by amount, amount range or check numbers.

MAIN MENU – Press 2 or say Account History

How can I transfer funds?

1. You can immediately transfer funds as long as it happens before 7:00 p.m. CST, Monday through Friday.
2. If after 7:00 p.m. CST, transfers will be effective the following business day.

MAIN MENU – Press 3 or say Transfer Funds or Funds Transfer Activities

How do I report a lost or stolen Cash & Check Card?

MAIN MENU – Press 4 or say Lost or Stolen Card

Can I hear upcoming transactions?

You can hear future-dated ACH deposits and scheduled telephone banking transactions. Ex: hear about an upcoming payroll deposit or an upcoming transfer of funds from your savings to your checking account. Note: This feature does NOT include all upcoming scheduled bill pays via online banking. Customers will need to access this through online banking. On InfoLine, these transactions will only show once they occur.

MAIN MENU – Press 5 or say Hear Future-Dated ACH

Can I stop a payment on a check I issued?

You can stop payment on a check or a range of checks.

MAIN MENU – Press 6 or say Stop Payment

Can I change my overdraft options?

Choose this option to opt-in or opt-out of overdraft coverage on The Bank Cash & Check Card.

MAIN MENU – Press 7 or say Change Overdraft Options

How do I change my PIN?

If you want to change your Telephone Banking PIN, it can be any 4-6 digit number as long as it is different than the PIN you used previously. For security reasons, you can't reuse a PIN.

MAIN MENU – Press 8 or say Change PIN

I'd like to come into an office. What are your hours and locations?

We are happy to help!

MAIN MENU – Press 9 or say Hours/Locations

Be Prepared!

Before you call **763-441-3380** to use our Telephone Banking services, make sure you have this information readily available:

- Your account number
- Your PIN
- The last four digits of your Social Security Number

TELEPHONE MENU OPTIONS

Shortcut Keys

PRESS OR SAY...

- 0** Customer Service Representative
- #** Repeat
- *** Go Back
- 1 *** Help
- 3 *** Main Menu
- 5 *** Skip, Continue or Next
- 9 *** Change Account
- 7 *** Good Bye

Main Menu

PRESS OR SAY...

- 1** Account Balance
 - 1 – Checking or Money Market
 - 2 – Savings
 - 3 – CDs and IRAs
 - 4 – Loans
- 2** Account History
 - 1 – Withdrawal
 - 2 – Deposit
 - 3 – ATM
 - 4 – All
 - 5 – Amount
 - 6 – Check Number
- 3** Transfer Funds, Fund Transfer Activities
 - 1 – Transfer Funds
 - 2 – Payments
 - 3 – Schedule Transfer
 - 4 – Existing Scheduled
 - 5 – Delete Scheduled
- 4** Lost or Stolen Card
- 5** Hear Future-Dated ACH
- 6** Stop Payment
 - 1 – Stop a Payment
 - 2 – Stop Payment Inquiry
- 7** Change Overdraft Options
- 8** Change PIN
- 9** Bank Hours and Locations

Telephone Banking: **763-441-3380**