

# TELEPHONE BANKING



Call Toll Free  
**1-844-202-0846**  
Quick Reference Guide

## THE CONVENIENCE OF TELEPHONE BANKING

Telephone Banking allows you access to your financial information anytime from anywhere you can make a phone call. It's a great alternative for those times when you can't reach the bank during business hours, or even for Internet Banking users that find themselves with no Internet access.

## GETTING STARTED

### Dial 1-844-202-0846

Optionally, you may call the bank at 715-284-5341 and press option 2, however for best response time we suggest using the toll free number above. During the welcome message, you have the option to complete the call in Spanish.

### Press 2 for Voice Activation

The Telephone Banking system operates on touch tone; however you may choose VOICE ACTIVATION for hands free banking.

New users of Telephone Banking will need to establish a PIN; users of our previous system will continue to use their existing PIN. New users will establish a PIN by verifying an account number and Social Security number. After you have established a PIN, it will be used along with an account number and the last four digits of your social security number to verify your identity during future inquiries.

## QUICK TIPS

**Press 3 \*** to return to the Main Menu.

**Press \* \*** to bypass the initial welcome message.

**Press \*** to return to the previous menu.

When making a transfer use \* for the decimal point when entering the amount.

If using voice activation, you may say "touch tone" at any time to switch back to touch tone.

If you have not used the Telephone Banking system in nine months, you will need to call the bank so we can reactivate you.

## JACKSON COUNTY BANK

8 Main Street, P.O. Box 490, Black River Falls, WI 54615

715-284-5341 [jacksoncountybank.com](http://jacksoncountybank.com) Member FDIC

Press or Say

1

### Account Balance

Get balance information for checking, money market, savings, loan, CD and IRA accounts.

ABC  
2

### Account History

Access history on your accounts with options to search by transaction type, check number, amount, or date.

DEF  
3

### Transfer Funds or Make a Payment

Make an immediate transfer or payment, schedule a transfer or payment in the future, or set up a recurring payment or transfer. Immediate transfers or payments must be made on business days before 9 p.m. to be processed on that business day. If made after 9 p.m. or on weekends or holidays, immediate transfers or payments may be processed on the next business day.

GHI  
4

### Future Dated Transactions

Get information on ACH transactions or existing scheduled transfers.

JKL  
5

### Card Services

Activate a debit or ATM card. You may also deactivate or report a debit or ATM card lost or stolen. Remember, once you have reported a card lost or stolen, it will be permanently disabled, and you should contact the Bank for a replacement card. You should also make changes to any automatic debits associated with the disabled card.

MNO  
6

### Stop Payment Activities

Set up a Stop Payment, or make an inquiry on a Stop Payment.

PRS  
7

### Change your Telephone Banking PIN

TUV  
8

### Bank Information

Get information regarding bank locations and hours.

## FOR QUESTIONS

For questions, information, or assistance  
Contact Us at 715-284-5341





# TELEPHONE BANKING



## TOUCHTONE COMMANDS

| Purpose                                  | Press |
|--|-------|
| Go to Main Menu                          | 3*    |
| Return to Previous Menu                  | *     |
| Repeat Menu Options                      | #     |
| Select a Different Account Number        | 9*    |
| Transfer to Operator                     | 0     |
| Assistance within Menu                   | 1*    |
| Switch from Touchtone to Voice Activated | 8*    |

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## VOICE ACTIVATED COMMANDS

| Purpose                                  | Say  |
|--|--|
| Go to Main Menu                          | “Main Menu”<br>“Go to Main Menu”   |
| Return to Previous Menu                  | “Go Back”<br>“Back”  |
| Repeat Menu Options                      | “Repeat”<br>“Repeat That”  |
| Change Account Number                    | “Change Account”<br>“Change Account Number”                                      |
| Transfer to Operator                     | “Operator”<br>“Customer Service”<br>“Customer Service Representative”<br>“Agent” |
| Assistance within Menu                   | “Help”   |
| Switch from Voice Activated to Touchtone | “Touchtone”  |
| Next Item in List                        | “Next”   |
| Previous Item in List                    | “Previous”   |
| To Move to a Different Section           | “Skip”<br>“Continue”<br>“Next”   |

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