

# Phone Banking

Oahu 951-1233 • Toll-Free 1-800-951-8418

With a touch tone phone, you can access all of your accounts.

- Obtain balances
- Transfer funds between accounts
- Transaction Information
- Hear current interest rates

## Main Menu Options - Press

### 1 Account Information and Funds Transfer

- Enter your account number followed by the pound # sign
- Enter your 4-digit Personal Identification Number (PIN).

For first-time users, you will be asked to set up a PIN.

### 2 Change PIN for Phone Banking

### 4 VISA Check Card/ATM Card Options

### 3 Current Deposit & Loan Rates

### 5 Merchant Check Verification

## Options - Press

### Checking/Money Market

#### 1 Balance

#### 2 Current Transactions

- 1 Recent Transactions
- 2 Recent Deposits
- 3 Recent Checks Cleared
- 4 Specific Check Cleared
- 5 Recent Non-Check Withdrawals

#### 3 Transfer Funds FROM Account

#### 4 Transfer Funds TO Account

#### 5 More Options

- 1 Stop Payment Information
- 2 Reorder Checks/Status of existing order
- 3 Interest Earned

### Savings/IRA

#### 1 Balance

#### 2 Current Transactions

- 1 Recent Transactions
- 2 Recent Deposits
- 3 Recent Withdrawals

#### 3 Transfer Funds FROM Account

#### 4 Transfer Funds TO Account

#### 5 More Options

- 1 Interest Earned
- 2 Rate Information

### Certificate of Deposit (CD)

#### 1 Balance

#### 2 Interest Earned

#### 3 Interest Rate/Maturity

### Mortgage

#### 1 Balance

#### 2 Payment Information

#### 3 Make a Payment

#### 4 Detail Loan History

#### 5 More Options

- 1 Interest Paid
- 2 Real Estate Taxes Paid
- 3 Next Scheduled Interest Rate Change

### Consumer Loan or Line of Credit

#### 1 Balance

#### 2 Payment Information

#### 3 Make a Payment

#### 4 Make an Advance from Line of Credit

#### 5 Detail Loan History

#### 6 More Options

- 1 Interest Paid
- 2 Credit Line Information

### Deposit & Loan Rates

#### 1 Money Market

#### 2 Checking or Savings

#### 3 Certificate of Deposit

#### 4 Mortgage Loan

### VISA Check Card / ATM Card Options

#### 1 Activate Card

- 1 Select or Change PIN

#### 2 Report Card Lost/Stolen

#### 3 VISA Check Card Rewards

## Helpful Hints

- Have your account number(s) handy before you call.
- For a list of accounts or to access a different account, press the # key
- Press 0 for the operator at anytime during business hours.
- Press 8 for a detailed HELP menu at anytime.
- Press the \* key to return to the previous menu.
- Press 9 to repeat the menu options.



**Territorial Savings Bank**

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