

Voice Banking Customer/Member Enrollment

855-368-6527



(Caller hears greeting.) If this is your first time calling – you will have to enroll in the system by pressing the star (*) key.

Otherwise, which of these can I help you with?

- Press:**
- 1. Balances and Transaction History**
 - 2. Transfers**
 - 4. Alerts**
 - 5. More Options**

FIRST TIME CALLING MENU FOR ENROLLING IN THE SYSTEM:

Please key in your **User ID** Member # (if you need a moment to find it, press the # key)

Please key in your **PIN Code** Full SS# (this is for first time use only)

Please key in the **10-digit phone number** you will usually call from _____ (if you do not begin entering your phone number, you will hear: starting with the area code, key in the 10-digit phone number you will usually call from.)

Is this your:

- 1. Cell phone**
- 2. Home phone**
- 3. Work phone**

If you would like to register another number please press “1” (you may repeat the process, to register up to three phone numbers: Cell, Home and Work)

SET YOUR SECURITY QUESTIONS AND ANSWERS:

The answers will need to be entered, using the telephone number pad. Dates are two digits for month, 2 digits for day, and four digits for year. (MMDDYYYY)

You will need to **choose three (3)** of the following challenge questions. The system will prompt you to setup your first question and answer, then your second question and answer – followed by third question and answer.

Press this number:

- 1. Oldest sibling’s birthday**
- 2. Youngest sibling’s birthday**
- 3. Number of grandchildren**
- 4. Last 4 digits of your childhood phone number**
- 5. Age you were on your first date**
- 6. Number of pets you had before you were 10 years old**
- 7. Numeric street address of your childhood home**
- 8. Number of schools you attended**
- 9. Your Anniversary**