



CenterVoice Telephone Banking

- Toll Free 800-561-4366 • High Ridge 636-938-4643
- Saint Clair 636-629-1006 • Eureka 636-305-2666

GENERAL INFORMATION:

Calling from a touch-tone phone - Press 1

Important Navigation Keys

Anytime during the call press:

- 0 to call the bank
- # to end the call
- * to return to the current menu
- ** to return to the previous menu

MAIN MENU:

- 1 **Checking Account Balance & Information**
- 2 **Account Information** (this gives all acct types)
- 3 **Transfer Funds**
- 4 Change PIN
- 5 Report Lost or Stolen Card
- 0 Calls the bank

Pressing 1 for Quick DDA Information

- 1 Last 6 transactions (calls them debit or credit)
- 2 Last 6 debits (calls everything debit)
- 3 Last 6 deposits (describes the type of deposit)
- 4 **Pending items affecting your available balance**
- 5 Last 6 checks (gives check numbers)
- 6 To inquire about a specific check
- 9 Takes you back to the beginning
- 0 Calls the bank

Pressing 2 Account Information (all account types)

- 1 **Checking** Account Balance & Information (Just like opt 1)
- 2 **Savings** Account Balance & information
 - a. Last 6 transactions
 - b. Last 6 deposits
- 3 **Loan** Account Information (borrower # & loan #)
 - Gives:
 - a. Balance
 - b. Last payment received
 - c. Next payment Due
 - d. Current Year Interest Paid
 - e. Previous Year Interest Paid

Press 1 to repeat the above information
Press 9 to return to the beginning
- 4 **CD** Information
 - Gives:
 - a. Balance
 - b. Interest last earned
 - c. Previous Year Interest Earned
- 5 **IRA** Information (customer # & account #)
- 6 Return to the beginning
- 0 Calls the bank

Pressing 3 to Transfer Funds

- 1 Transfer from checking
 - 1 To checking
 - 2 To savings
 - 3 To Loan
 - 9 Return to the beginning
 - 0 Calls the bank
- 2 Transfer from savings
 - 1 To checking
 - 2 To savings
 - 3 To Loan
 - 9 Return to the beginning
 - 0 Calls the bank
- 9 Return to the beginning
- 0 Calls the bank



Customer Service: 1-800-382-0049
Online Banking: www.fmb4banking.com

Member FDIC