



CUB Phone Teller; Touch Tone Prompts 1-877- 477-1102

Welcome to Citizens Union Bank’s Phone Teller system.

Select the desired options from the Main Menu and Prompt Menu by using the keypad on your telephone or mobile device; options listed in the Menu Guide below.

After selecting the Menu options, you’ll enter your account number and be asked if you have a 6 digit Telephone Banking PIN? If so, press 1 for ‘Yes’ or 2 for ‘No’ and listen for next steps to create one.

At any time during your call, you may press ‘9’ to return to the Main Menu, ‘*’ to repeat the Menu or ‘0’ to be transferred to a Customer Care Specialist- *available during normal business hours.*

Main Menu	Prompt Menu	Sub Menu
Account Information	Press 1 for ‘Accounts’	<p>Checking Press 1 for ‘Transaction History’ Press 2 for ‘Funds Transfer’ Press 3 for ‘Interest Information’ Press 4 for ‘Check Reorder’ Press 5 for ‘Change Pin’ Press 9 for ‘Main Menu’</p> <p>SAVINGS Press 1 for ‘Transaction History’ Press 2 for ‘Funds Transfer’ Press 3 for ‘Interest Information’ Press 4 for ‘Change PIN’ Press 9 for ‘Main Menu’</p> <p>LOAN Press 1 for ‘Interest Information’ Press 2 for ‘Payoff Information’ Press 3 for ‘Make Loan Payment’ Press 4 for ‘Change PIN’ Press 9 for ‘Main Menu’</p> <p>CD Press 1 for ‘Interest Information’ Press 2 for ‘Maturity Date’ Press 3 for ‘Change PIN’ Press 9 for ‘Main Menu’</p> <p>IRA Press 1 for ‘Interest Information’ Press 2 for ‘Maturity Date’ Press 3 for ‘Change PIN’ Press 9 for ‘Main Menu’</p>
Funds Transfer	Press 2 for ‘Funds Transfer’	<p>Press 1 for ‘Checking’ Press 2 for ‘Savings’</p>
Loan Information	Press 3 for ‘Loan Information’	<p>Press 1 for ‘Make Loan Payment’ Press 2 for ‘Interest Information’ Press 3 for ‘Payoff Information’ Press 4 for ‘Change PIN’ Press 9 for ‘Main Menu’</p>
Lost or Stolen	Press 4 for ‘Lost or Stolen’	<p>Caller will be transferred to a Customer Care Specialist or assistance with their Lost or Stolen item(s); e.g. <i>debit card or checks.</i></p>
More Options	Press 5 for ‘More Options’	<p>Press 1 for ‘Check Reorder’ Press 2 for ‘Merchant Check Verify’</p>