

Heritage TeleBanc Features and Menus

(309) 362-2472

Step 1: Main Menu and Account Information

- 1 Account Information
- 2 Locations and Hours
- 3 Lost or Stolen Bank Card
- 9 End Call
- 0 Customer Service

Step 2: Verify Your Account Type and Primary Need

- 1 **Checking**
 - Please enter your PIN followed by the # sign
 - *TeleBanc will tell you your current balance and last transaction*

Account Inquires

 1. Current balance and last deposit
 2. Review transactions
 3. Transfer funds
 4. Make payments
 5. Other checking account functions
 9. Inquire into other accounts or change PIN number

Step 3: (Optional) Specify Your Secondary Need

- 2 **Review Transactions**
 1. Most recent checks, 2. Most recent deposits, 3. All transactions posted, 5. Pending transactions, 6. See if specific check has cleared, 9. Previous menu
- 3 **Transfer Funds**
 1. Checking to checking, 2. Checking to savings, 3. Savings to checking, 6. Loan to checking advance, 9. Previous menu
- 4 **Make Payments**
 1. Payment from checking, 9. Previous menu
- 5 **Other Checking Account Functions**
 1. Interest information, 9. Previous menu
- 9 **Inquire Into Other Accounts Or Change PIN Number**
 1. Checking information, 2. Savings information, 4. Loan information, 5. Change your PIN, 6. Leave a message, 9. Return to main menu

Step 4: (Optional) Further Specify Your Need

- 1 **Most Recent Checks**
 1. Five more, 9. Previous menu
- 2 **Most Recent Deposits**
 1. Five more, 9. Previous menu
- 3 **All Transactions Posted**
 1. Five more, 9. Previous menu
- 5 **Pending Transactions**
 1. Five more, 9. Previous menu

1 Account Information

- Please enter your account number, followed by the # sign
- Account Type Confirmation**
1. Checking
 2. Savings
 3. Certificate of Deposit
 4. Loan
 9. Previous Menu

- 2 **Savings**
 - Please enter your PIN followed by the # sign
 - *TeleBanc will tell you your current balance and last transaction*

Account Inquires

 1. Current balance and last deposit
 2. Review transactions
 3. Transfer funds
 4. Make payments
 5. Interest information
 9. Inquire into other accounts or change PIN number

- 2 **Review Transactions**
 1. Most recent withdrawals, 2. Most recent deposits, 3. All transactions posted, 5. Pending transactions, 9. Previous menu
- 3 **Transfer Funds**
 1. Checking to savings, 2. Savings to checking, 3. Savings to savings, 6. Loan to savings advance, 9. Previous menu
- 4 **Make Payments**
 1. Payment from savings, 9. Previous menu
- 9 **Inquire Into Other Accounts Or Change PIN Number**
 1. Checking information, 2. Savings information, 4. Loan information, 5. Change your PIN, 6. Leave a message, 9. Return to main menu

- 1 **Most Recent Withdrawals**
 1. Five more, 9. Previous menu
- 2 **Most Recent Deposits**
 1. Five more, 9. Previous menu
- 3 **All Transactions Posted**
 1. Five more, 9. Previous menu
- 5 **Pending Transactions**
 1. Five more, 9. Previous menu

- 3 **Certificate of Deposit**
 - Please enter your PIN followed by the # sign
 - *TeleBanc will tell you your current balance*

Account Inquires

 1. Current balance
 2. Interest information
 9. Inquire into other accounts or change PIN number

- 9 **Inquire Into Other Accounts Or Change PIN Number**
 1. Checking information, 2. Savings information, 4. Loan information, 5. Change your PIN, 6. Leave a message, 9. Return to main menu

- 4 **Loan**
 - Please enter your PIN followed by the # sign
 - *TeleBanc will tell you your current balance and last transaction*

Account Inquires

 1. Current balance and loan payment
 2. Most recent transactions
 3. Interest information
 4. Transfer funds
 5. Loan payoff information
 9. Inquire into other accounts or change PIN number

- 2 **Most Recent Transactions**
 1. Five more, 9. Previous menu
- 4 **Transfer Funds**
 6. Loan to checking advance, 7. Loan to savings advance, 9. Previous menu
- 9 **Inquire Into Other Accounts Or Change PIN Number**
 1. Checking information, 2. Savings information, 4. Loan information, 5. Change your PIN, 6. Leave a message, 9. Return to main menu