

## MAIN MENU OVERVIEW

- 0 Lost or Stolen Items
- 1 Savings or Certificates of Deposit
- 2 Checking or Money Market
- 3 Visa®
- 4 Merchant Check Verification
- 5 Loans or Lines of Credit
- 6 More Options
  - 1 Bill Payment
  - 2 ATM and Debit Card Services
  - 3 Rate and Information Hotline
  - 4 Re-order checks
  - 5 Copy of check or statement
  - \* Return to main menu

## REQUEST CODES

### SAVINGS & CERTIFICATES OF DEPOSIT:

*Current and available balances are given*

- 1 Repeat balance information
- 2 Recent deposits or credits
- 3 Withdrawals or other debits
  - 1 Recent withdrawals
  - 2 Electronic funds transfers, Bill Payments and Internal Transfers
  - 3 ATM withdrawals
  - 4 Search for withdrawal by amount
  - 9 Return to Savings & CD menu
- 4 Transfer funds
  - 1 Transfer to an ASB deposit account
  - 2 Make an ASB loan payment to a loan or line of credit
  - 9 Return to Savings & CD menu
  - \* Return to Main Menu or transfer funds from another ASB deposit account
- 5 Interest information
- 6 Change PIN
- \* Access another account, line of credit, or return to the Main Menu
- # End your call

### CHECKING & MONEY MARKET:

*Current and available balances are given*

- 1 Repeat balance information
- 2 Recent deposits or credits
- 3 Withdrawals or other debits
  - 1 Recent withdrawals
  - 2 Check withdrawals
  - 3 Electronic funds transfers, Bill Payments, and Internal Transfers
  - 4 ATM withdrawals
  - 5 Card purchases
  - 6 Search for withdrawal by amount
  - 9 Return to Checking & Money Market Menu
  - \* Access another account, line of credit, or return to the Main Menu
- 4 Transfer funds
  - 1 Transfer to an ASB deposit account
  - 2 Make a payment to a loan or line of credit
  - 9 Return to Checking & Money Market Menu
  - \* Return to Main Menu or transfer funds from another ASB deposit account
- 5 Interest information
- 6 Change PIN
- \* Access another account, line of credit, or return to the Main Menu
- # End you call

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## VISA:

### LOST OR STOLEN CARD, PRESS 1

*Balance, available credit and payment information are given*

- 1 Repeat account information
- 2 Payment information and mailing address
- 3 Finance charges posted
- 4 Posted Transactions
- 5 Change Visa PIN
- 6 Access another Visa account
- \* Return to Main Menu
- # End your call

### MERCHANT CHECK VERIFICATION:

- 1 Repeat information
- 2 Verify another account
- \* Return to main menu

### LOANS AND LINES OF CREDIT:

#### 1 Personal Overdraft or PCL

*Current balance and payment information are given*

- 1 Repeat loan information
- 2 Payment information and mailing address
- 3 Recent advances
- 4 Interest information
- 5 Change PIN
- \* Return to Main Menu
- # End your call

#### 2 Equity PowerLine<sup>SM</sup>:

*Current balance and payment information are given*

- 1 Repeat loan information
- 2 Payment information and mailing address
- 3 Recent advances
- 4 Interest information
- 5 Change PIN
- \* Return to Main Menu

#### 3 Mortgage Loan

*Current balance and payment information are given*

- 1 Repeat loan information
- 2 Payment information and mailing address
- 3 Interest information
- 4 Business hours
- \* Return to Main Menu

#### 4 All Other Loans

*Current balance and payment information are given*

- 1 Repeat loan information
- 2 Payment information and mailing address
- 3 Recent advances
- 4 Interest information
- 5 Change PIN
- \* Return to Main Menu



Member FDIC

# Money Connection<sup>SM</sup> and AccountAbility<sup>SM</sup>

Bank-By-Phone Quick Reference Guide

Oahu: 625-9800 Neighbor Islands and Mainland: (Toll Free) 1-800-232-9661

