

Bankers hours are for bankers – in the 1950s.

Let's talk.

firstbanks.com



1-800-760-BANK

Fast, Easy and Convenient

First Bank's 24-Hour Automated Telephone Banking (ATB) is designed to make your personal and business banking easier and more accessible*. You can access account information 24 hours a day, 7 days a week, from any touch-tone telephone!

Automated Touch-Tone Services

Use our automated touch-tone self-service to access your accounts. English and Spanish services are available.

- Verify balance information
- Obtain checks clearing by check number, date or dollar amount information
- Access Debit Card, Point of Sale, and deposit transaction history
- Manage your Debit card PIN
- Transfer money between accounts
- Review your Savings, Money Market, CD and loan accounts

Person-to-Person Services 1-800-760-2265

Press 2 for a Client Contact Center Representative;

Person-to-Person Service is available Monday through Friday, 7a.m. to 9 p.m., and Saturday, 9 a.m. to 5:30 p.m. (CST).

- Multi language services are available
- Person-to-Person closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

*Standard and business fees may apply.

3 Easy Steps to Access Your Accounts

1. **Call 1-800-760-BANK (2265)**
2. **For Self-Services features, press 1 from the main menu.**

To access account information once you have chosen from the options listed below, you will need to enter your account number and a 4-digit PIN. When accessing your account for the first time, your 4-digit PIN will be the last 4 digits of the primary owner's social security number.

You will then be asked to change your PIN. If you are accessing a loan account, you will also be required to enter a note number, which can be found on your loan statement along with your new account number.

3. **Choose From The Following Options:**

- 1 Deposit account information
- 2 Transfer funds between accounts
- 3 Loan account information
- 4 Change your Telephone Banking PIN
- 5 Card-based Services
- 0 Speak with a Client Contact Center representative

Helpful Hints

- **Press 0** to connect with a Client Contact Center representative.
- **Press 8** to return you to the previous menu
- **Press 9** to return you to the main menu
- Always have your account number ready.
- A 4-digit PIN will be required for every account.

PRESS 1 Deposit Account Information

1 Checking Account

Enter account number and PIN
▪ *Current and available balances*

1 **Transaction Activity**
Pending transactions, followed by posted transactions

- 1 for the last 10 withdrawals and debits
- 2 for the last 10 deposits and credits

2 **To search for specific transactions**

- 1 inquiry on a specific check
- 2 inquiry on a specific dollar amount

3 **Repeat balance information**

4 **Interest information**

2 Savings Accounts

Enter account number and PIN
▪ *Current and available balances*

1 **Transaction Activity**
Pending transactions, followed by posted transactions

- 1 for the last 10 withdrawals and debits
- 2 for the last 10 deposits and credits

2 **Repeat balance information**

3 **Interest information**

3 Money Market Account

Enter account number and PIN
▪ *Current and available balances*

1 **Transaction Activity**
Pending transactions, followed by posted transactions

- 1 for the last 10 withdrawals and debits
- 2 for the last 10 deposits and credits

2 **To search for specific transactions**

- 1 inquiry on a specific check
- 2 inquiry on a specific dollar amount

3 **Repeat balance information**

4 **Interest information**

4 Certificate of Deposit

enter account number and PIN
Your current CD balance is _____

with an interest rate of _____.

This CD has a term of _____ with a maturity date of _____.

The previous maturity date was _____.

The last interest paid year to date on your account is _____ and the interest paid last year was _____.

PRESS 2 Transfer between Accounts

To transfer funds **from** your account

- 1 Checking
- 2 Savings
- 3 Money Market
- 4 Line of Credit

To transfer funds **to** your account

- 1 Checking
- 2 Savings
- 3 Money Market
- 4 Line of Credit

PRESS 3 Loan Account

1 Consumer Loan Account

Your current balance is _____.

Your next payment is due _____.

Your payoff as of today is _____.

1 For payment information

- 1 Details on your next payment
- 2 For payoff information
 - 1 for today's payoff
 - 2 for a future payoff

3 for interest information

4 for original loan information

2 Line of Credit

Your current balance is _____.

You have _____ available credit.

Your payoff as of today is _____.

1 For payment information

- 1 Details on your next payment
- 2 For payoff information
 - 1 for today's payoff

3 for interest information

4 for information about advances on your account

PRESS 4 Change Your Telephone Banking PIN

1 Change Deposit Account Pin

2 Change Loan Account Pin

PRESS 5 Card-Based Services

If you are calling to report a lost or stolen card, press 1, otherwise press 2

Enter card number followed by existing card PIN

1 Assistance w/ Mastercard® Secure Code

2 To report a lost or stolen card

1. If your card has been lost
2. If your card has been stolen

3 To change your PIN

4 Review Mastercard Security Tips



Wealth Management
Mortgage
Personal Banking
Business Banking

Pay bills, check balances, transfer funds and more!
Download the First Bank mobile app at firstbanks.com/mobileapp.

firstbanks.com
1-800-760-BANK
Member FDIC

