

24-Hour Access Line Helpful Tips

Using the System

You are required to enter your account number, PIN number, and full Social Security Number or Employer Identification Number to access the system and perform certain transactions or inquiries. New users may select a PIN number when initially accessing the system.

Changing your PIN

If you want to change your PIN, it can be any 4 digit number. You must know your current 4 digit PIN to use this feature.

MAIN MENU – Press 8 for Pin Maintenance, then follow the prompts to change your PIN

How do I get my account balance?

Balance information is available under the option Account Balance. It will provide you the available balance (current balance minus any holds) and payment information on any loans.

MAIN MENU – Press 1 for Account Balance Information

How do I get my transaction history?

You can choose the Account History option to access information on deposits, withdrawals, ATM transactions, and cleared checks. You can also search amount or check number.

MAIN MENU – Press 2 for Account History

How do I activate my JBT debit card or report my card lost or stolen?

MAIN MENU – Press 5 for Card Services, then press 1 to activate or press 2 to report your JBT debit card lost or stolen. Follow the prompts to complete the option.

How can I do a transfer?

You can perform an immediate transfer of funds or you can schedule a transfer to happen sometime in the future. Transfers can be done just one time, monthly, once every two weeks, twice a month, or weekly. You can also listen to any telephone transfers you set up for future dates or Automatic Funds Transfers you have authorized on your accounts.

MAIN MENU – Press 3 for transfers, then listen for the options.

Do you have function keys?

Press 0: Will transfer you to the Client Resource Center during business hours.

Press *: Takes you back to previous menu

Press #: Will repeat menu or option

Press 8*: Will activate Voice Recognition at any time during your call.

Press 1*: for Help any time during your call.

What other new features do you have?

MAIN MENU, Press 9 to:

- Complete a Stop Payment
- Change your Overdraft Privilege Options.
- Hear your scheduled future dated telephone transfers, Automatic Funds Transfers, and Future Dated ACH Transactions.