

## **IVR Call Flow 1-800-355-2140/580-355-2184**

**Introduction Menu:** Welcome to FSNB's Private Access System

1. Access account and debit card services
2. Report debit card lost/stolen (can report with SSN or account number)
3. Rates info

### **1. Access account info:**

1. Account and balance info (this includes savings, CDs, IRAs, and Loans). Provide balance (On checking or savings, if there is a pending ACH deposit, it will be provided with balance info). Other options are:
  - a. Pending transactions
  - b. Recently posted transactions
  - c. Search for a specific check
2. Details on Overdraft Protection – will not be available if account does not have ODP
  - a. Provide ODP limit
3. Transfer Funds – will not be available if there are no other accounts
4. Debit card options, options are: - will not be available if there are no debit cards
  - a. Report card lost/stolen – if during business hours, transfers to Customer Service
  - b. Request temporary increase in POS daily spending limit
  - c. Change PIN
  - d. Change Reg E ODP Opt in
5. Current rates

**Press "0"** – at any time to speak to Customer Service, call will be transferred to Customer Service.

## **Card Activation Line 1-888-483-4590**

Activate card and select PIN.