Telephone Banking Navigation Instructions

504 -733-7274 OPTION 1

Sign-On

- Say or Enter Membership ID
- Say or Enter PIN Code
  - If this is the first time, use last 4 of SSN.
- If no response,
  - If during business hours, transfer to call center.
  - If after business hours, direct caller to call back during business hours or visit beonpath.org.

After Membership Sign-On

- **If First Time Calling, Set Preferences**

- Balance of last accessed account is read.
- **The main menu is dynamic based on the products on the account and what was last accessed. Numbers will change but the words can always be used.**
- Say "Checking" or press _
  - If more than one checking account, select one.
  - Balance (1), Withdrawals (2), Deposits (3), Transfer To (4), Transfer From (5), More Options (6)
    - More Options: Stop Payment (1), Search for a Check (2), Dividend Information (3)
- Say "Savings" or press _
  - If more than one savings account, select one.
  - Balance (1), Withdrawals (2), Deposits (3), Transfer To (4), Transfer From (5), Dividend Info (6)
- Say "Loans" or press _
  - If more than one savings account, select one.
  - Loan Information (1), Payoff Amount (2), May a Payment (3)
- Say "Certificate" or press _
  - If more than one Certificate account, select one.
  - Balance (1), Dividends (2), Maturity Date (3)
- Say "More Options" or press _
  - Lost/Stolen Card (1)
  - Transfer Funds (2)
  - Certificate Rates (3)
  - Change PIN (4)
  - Branch Locations and Hours (5)
  - Change Preferences (7)
- Say "Representative or press "0".

banking with direction.