

In-Touch Telephone Banking-User Guide

Here's how it works...

The In-Touch Telephone Banking System is an automated service that will guide you every step of the way! Just listen to the menu options or refer to this User Guide for details.

Dial the In-Touch telephone number -

1-866-844-7500

from any phone. Branch hours and other basic functions are accessible without requiring you to log-in.

To Access the Account Menu...

1. Option 1 from the Main Menu will allow you to access your account information. You will need a 9 digit Access Code, which you may have selected when you opened your account(s). If you do not have an Access Code, you will be prompted to press "0" which will direct your call to Customer Service, so we can assist you.
2. After entering your Access Code you will be prompted to enter a 4 digit PIN. The first time you access our system, you will be able to create this 4 digit PIN and re-enter the code to confirm. Each time you access the Account Menu, you will use your Access Code and PIN, followed by the # sign.

Main Menu:

1. For information on an existing account
 2. General Bank information, including hours and locations
 3. Report a bank card lost or stolen
 4. If you are a merchant calling to verify a check
- *. Go back to the main menu
0. Speak to a representative

Account Menu:

Deposit Accounts, Press 1
(Checking, Savings, CD, IRA)

For Checking, Press 1.

1. Account Balance
 2. Recent Activity
 3. Follow up on a Specific Check
 4. Transfer Funds
 5. Report Lost/Stolen ATM/Debit Card
 9. More Choices
 - To Get Information on Another Checking Account
 - Stop Payment
 - YTD Information
 - New or Replacement Card
- *. Go Back to Main Account Menu
0. Speak with Account Representative

For Savings, Press 2

1. Account Balance
 2. Recent Activity
 3. Transfer Funds
 4. Report Lost/Stolen ATM/Debit Card
 5. To Get Information on Another Savings Account
 9. More Choices
 - New or Replacement Card
 - YTD Information
- *. Go Back to Main Account Menu
0. Speak with Account Representative

For Certificate of Deposits, Press 3.

1. Account Balance
 2. Recent Activity
 4. YTD Information
 9. To Get Information on Another CD Account
- *. Go Back to Main Account Menu
0. Speak with Account Representative

For IRAs, Press 4.

1. Account Balance
 2. Recent Activity
 4. YTD Information
 9. To Get Information on Another IRA
- *. Go Back to the Main Account Menu
0. Speak with Account Representative

Account Menu:

Loan Inquiries, Press 2

1. Account Balance
 2. To Make a Payment
 3. To Review Recent Payments
 4. To Get Information on Another Loan Account
 9. For More Options
 - YTD Information
- *. Go Back to the Main Account Menu
0. Speak with Account Representative

Account Menu:

Transfer Funds, Press 3

1. From Checking[†]
 1. To Checking[†]
 2. To Savings
 2. From Savings
 1. To Checking[†]
 2. To Savings
- *. Go Back to the Main Account Menu
0. Speak with Account Representative

Account Menu:

Loan Payments, Press 4

1. Pay from Checking[†]
 1. Pay to loan

2. Pay from Savings

1. Pay to loan
- *. Go Back to the Main Account Menu
0. Speak with Account Representative

General Bank information,
hours and locations, Press 2

1. Stanislaus County Branches
2. San Joaquin County Branches
3. Tuolumne County Branches
4. Eastern Sierra Branches

Report a bank card lost or stolen,
Press 3

Merchants calling to verify a check,
Press 4

Change your PIN,
Press 5

Go back to the main menu,
Press *

Speak to a representative*,
Press 0

1.866.844.7500



* You may choose to speak to an account representative at any time during normal business hours.
† Including Money Market Accounts