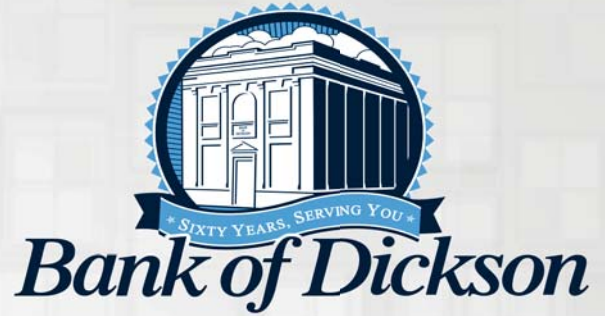




# Telephone Banking



## Quick Reference Guide

615-446-3003

### Important Notice to Customers

On March 2, 2016, our Telephone Banking System will be enhanced with new features, including voice recognition capabilities. Please listen carefully when you call, as the menu options have changed.



### HOW TO USE TELEPHONE BANKING

Dial: 615-446-3003

The system defaults to Touch Tone, or you may Press 2 if you prefer to use Voice Recognition  
Enter your Account Number and PIN



### Quick Commands

Press 3\* to Return to the Main Menu

Press \* to Return to the Previous Menu

Press # to Repeat an option

Press 9\* to enter a different account number

**1 Account Balance Menu**  
Access Account Balances on Checking, Savings, CD/IRA, or Loan Accounts

**2 Account History Menu**  
Access Transaction History on Checking, Savings, CD/IRA, or Loan Accounts

**3 Transfer Funds**  
Transfer Funds Between Bank of Dickson Accounts or Make a Loan Payment

**4 Card Services Menu**  
Activate or Deactivate a Debit Card

**5 Change PIN**  
Change Your Telephone Banking Security PIN

**6 Bank Information**  
Bank Hours

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