

## Telephone Banking FAQ's

### **What is the number to dial for Telephone Banking?**

The access number is 800.362.7493. You must be enrolled and have a Personal Identification Number (PIN) to access your account information.

### **How do I enroll?**

Visit one of our convenient branch locations or call us at 800.303.9511 to enroll for Telephone Banking. A Personal Identification Number (PIN) is required to obtain account information, however you can listen to rate and product information as well as branch and ATM locations without a PIN.

### **Is there a fee?**

Telephone Banking is free for all customers.

### **What does current history include?**

All credit and debit transactions posted to your account in the last 180 days will be available. If your account has current day pending transactions, you will be offered an option to hear them.

### **Can I place a stop payment on a check?**

You may request stop payments on checks that have not cleared your account. Fees may apply.

### **Can I transfer funds?**

Yes, transfers and loan payments can be made between your accounts at Skowhegan Savings.

### **What does "My account is restricted due to inactivity" mean?**

Not accessing this service for 90 days or more will deactivate your Telephone Banking access. Simply contact Customer Service to be re-activated.

### **What does "This account has been locked due to too many invalid access attempts" mean?**

When accessing your account, if you have entered the wrong account number or PIN number three times or more, your access will be restricted. Simply contact Customer Service to be unlocked.