

# PCB 24/7 Telephone Banking Service

Dial the number below that is local for your area. If you are calling outside your local area, use the toll free number. Have your account number(s) and PIN ready.

Franklin	304.358.3709	Petersburg	304.538.7990
Moorefield	304.538.7990	Harrisonburg	540.434.7757
Marlinton	304.799.6326		
Toll Free	888.835.3265 (TELBANK)		

Using the 24/7  
Telephone  
Banking Service  
is Easy . . .

## **Menu Options**

### **Press 1 or say Account Balance**

Get the available account balance, the memo post balance and memo post detail for checking, savings, CDs or loan accounts.

### **Press 2 or say Account History**

Get all transactions (5 at a time) or choose to hear only debits/withdrawals, credits/deposits, or ATM transactions for checking, savings, CDs, or loan accounts. You have the option to search for specific transactions by the check number, dollar amount, or date.

### **Press 3 or say Transfer Funds or Make a Payment**

Choose to make an immediate transfer, schedule a transfer for a future date, make a payment (immediate or scheduled), hear existing scheduled transfers or delete a scheduled transfer.

### **Press 4 for Debit and Credit Card Services (or say Card Services)**

Choose to activate your new or replacement debit card, immediately deactivate (hot card) a lost or stolen debit card, or reorder your existing debit card. For a lost or stolen debit card, you must press 0 to contact a customer service representative to order a new card. Option 4 transfers you to PCB's 24/7 credit card support service for your PCB Visa Platinum® credit card.

### **Press 5 or say Stop Payments**

Choose to stop a payment or inquire on a stop payment already created.

### **Press 6 or say Opt-In or Opt-Out of having your Bounce Protection Program cover ATM and every day debit card transactions**

You are prompted based on the current bounce protection setting for ATM and every day debit card transactions on your account.

**IMPORTANT: Immediately call your [local financial center](#) if you suspect an unauthorized person has obtained your account number and/or PIN number.**

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## Menu Options (continued)

### **Press 7 or say Change Your PIN**

Follow prompts to change your password (PIN) for telephone banking.

### **Press 8 or say Additional Options**

Additional options include merchant check verification or prompts for you to visit [www.yourbank.bank](http://www.yourbank.bank) for [financial center locations and business hours](#).

### **Press 0 or say Operator to be Transferred to a Customer Service Representative**

You may press 0 at any time during the call to be transferred to a customer service representative for specialized service.

For your protection, telephone banking will lock your account(s) from phone banking access if your PIN is entered incorrectly 3 times. Press 0 to be transferred to a customer service representative if you are locked out or have forgotten your PIN.

## Global Commands

Use the Global Commands below to quickly move to different options in the telebanking service. These commands can be used at any time during the call.

The telephone banking service offers both touchtone or speech recognition. The system will prompt you in the beginning to Press 2 for Speech Recognition, if you choose.

- Operator (press 0) or say Agent, Operator, Customer Service or Customer Service Representative
- Main Menu (press 3\*) or say Main Menu
- Previous Menu (press \*) or say Go Back, or Back
- Skip (press 5\*) or say Skip
- Next item in a list (press 1) or say Next
- Previous item in list (press 2) or say Previous
- First item in list (press 3) or say First
- Last item in list (press 4) or say Last
- Repeat (press #) or say Repeat, or Repeat That
- Return to Touchtone say Touchtone
- Hang up (press 7\*) or say Hang Up or Goodbye