

SELF-SERVE TELEPHONE BANKING

WHEN YOU SELECT SELF-SERVE BANKING

- Select your Branch by entering the number seen next to the Branch name in the list below

PHONE POSITION + BRANCH NAME	
1 Brentwood	9 Lake Cowichan
2 Cedar	10 Mayfair
3 Chemainus	11 Mill Bay
4 Cowichan Commons*	12 Pender Island*
5 Douglas & Broughton	13 Salt Spring
6 Duncan Centre	14 Tuscany Village*
7 Jubilee	15 Westshore
8 Ladysmith*	16 Woodgrove

*Physical branches closed; still have active memberships.

- Enter your Member Number
- Enter your Telephone Banking PIN
- Select options from the menu below

How to enroll with Self-Serve Telephone Banking

- Call us at 1-888-597-1083
- Provide your Branch and Member Number
- For security, enter the code sent to your phone or email
- Set up your Telephone Banking PIN (no repetitive or sequential digits such as 1111 or 1234)

Telephone banking is for **personal memberships only**.

<p>ACCOUNT BALANCES: 1</p> <p>Personal Accounts: 1 ↳ 1 - Chequing Accounts ↳ 2 - Savings Accounts ↳ 3 - Registered Accounts</p> <p>Term Deposit: 2 ↳ 1 - Non-Registered ↳ 2 - Registered</p> <p>Loan & Mortgages: 3</p>	<p>TRANSFER FUNDS: 2</p> <p>↳ 1 - Transfer <u>from</u> Chequing Accounts ↳ 2 - Transfer <u>from</u> Savings Accounts</p> <p>↳ 1 - Transfer <u>to</u> Chequing Accounts ↳ 2 - Transfer <u>to</u> Savings Accounts</p>	<p>TRANSACTION HISTORY: 3</p> <p>Personal Accounts: 1 ↳ 1 - Chequing Accounts ↳ 2 - Savings Accounts ↳ 3 - Registered Accounts</p> <p>Term Deposit: 2 ↳ 1 - Non-Registered ↳ 2 - Registered</p> <p>Loan & Mortgages: 3</p>	
<p>BILL PAYMENTS: 4</p> <p>↳ 1 - Chequing Accounts ↳ 2 - Savings Accounts</p>	<p>CHANGE PHONE BANKING PIN: 5</p> <ul style="list-style-type: none"> • Enter Current Pin • Enter New 5-8 Digit Pin • Re-enter New Pin 	<p>*</p> <p>Main Menu</p>	<p>0</p> <p>Speak to an Advisor</p>

Access your banking information 24 hours a day, 7 days a week.