

FISERV VRU - MAIN MENU NAVIGATION

Citizens State Bank #634 866-720-2265

Main menu selections:

Level one submenu selections:

Level two submenu selections:

Level three submenu selections:

Greeting:

Welcome to Citizens State Bank's 24 hour Telephone Banking Service. For first time callers, your PIN number will be the last four digits of your social security number.

Account Number:

Please enter your account number, followed by the pound sign.

PIN:

Please enter your personal identification number, followed by the pound sign.

1. For Account Information, press 1

Automatic Balance

1. For checking account information

1. For Transactions, press 1

1. All Pending Transactions that will post current day, press 1
2. Most Recent Checks, press 2
3. Most Recent Deposits, press 3
4. For a Specific Check, press 4
5. For all Posted Transactions, press 5
6. Checking Fax Account Statement, press 6
 1. Full Statement Fax, press 1
 2. Fax Statement from a Specific Date, press 2
 3. Return To Previous Menu, press 9
7. To Return to the Previous Menu, press 9

2. For other functions, press 2

1. For Interest Information, press 1
2. Return to

3. To inquire into other accounts or to change PIN, press 3

1. For checking information, press 1
2. For savings information, press 2
3. For loan information, press 4
4. To change your PIN, press 5

2. For savings account information,

Automatic Balance

1. To Review Transactions or Receive Fax, press 1

1. All Pending Transactions that will post current day, press 1
2. Most Recent Withdrawals, press 2
3. Most Recent Deposits, press 3
4. For all Posted Transactions, press 4
5. Savings Fax Account Statement, press 5
 1. Full Statement Fax, press 1
 2. Fax Statement from a Specific Date, press 2
 3. Cancel Fax and Return, press 9
6. To Return to the Previous menu, press 9

2. For Interest Information, press 2

3. To inquire into other accounts or Change PIN, press 9

1. For checking information, press 1
2. For savings information, press 2
3. For loan information, press 4
4. To change your PIN, press 5

3. For loan information,

Automatic Balance

1. **For Current Balance and Payment Information, press 1**
2. **For Interest Information, press 2**
3. **For Loan Payoff Information, press 3**
4. **To inquire into other accounts or to change PIN, press 9**

2. To Transfer Funds, press 2

1. **From Checking to Checking, press 1**
2. **From Checking to Savings, press 2**
3. **From Savings to Checking, press 3**
4. **From Savings to Savings, press 4**
5. **To Return to the Previous Menu, press 9**

3. For loan Payment, press 3

1. **Loan Payment from Checking, press 1**
2. **Loan Payment from Savings, press 2**
3. **Payment to Ready Reserve from Checking, press 3**
4. **Payment to Ready Reserve from Savings, press 4**
5. **Return to the previous menu, press 9**

4. For Business Hours, press 4

At all three locations our lobby is open from 9:00am to 3:00pm Monday thru Friday and from 9:00am to 11:30am on Saturdays. Our drive-up locations are open from 7:30am to 6:00pm Monday thru Friday and from 7:30am to 11:30am on Saturdays.

At any time you may press Zero to speak to a customer service representative (transfer to 715-289-4253)

Outside Business Hours Message to Opt Out after business hours: "Sorry, our institution is currently closed. Please call back during business hours. Thank you. ."

Goodbye Message: "Thank you for choosing Citizens State Bank. Goodbye."