



Member FDIC  Equal Housing Lender

## New Telebanking System Enrollment Instructions

**1.800.583.2869**

### **Main Menu Options:**

1. For account information & funds transfer press > 1
2. For Branch Information press > 2
3. For Instructions on how to use this system press > 3
4. If you are a Merchant calling for check verification press > 4
5. To use Union Bank's loan Calculator press > 5
6. To report a lost/stolen debit card press > 6
  
9. To repeat this menu press > 9
0. To speak to a customer service representative during business hours press > 0

### **Initial Enrollment:**

- Step 1: Select option 1 for account information & Funds transfer
- Step 2: Select Option 2 if never used the new voice system
- Step 3: Select account type you would like to enroll with:
- Checking account, press > 1
  - Savings account, press > 2
  - Loan account, press > 3
  - Time Deposit, press > 4
- Step 4: Enter account number, followed by # (pound sign)
- Step 5: Enter Entire Social Security number or Tax ID number (businesses), followed by # (pound sign)
- Step 6: Change your PIN, followed by # (pound sign)

*\* Once enrolled, you will have access to all of your accounts that you are a primary or joint owner, and may elect to change your Log-In ID or PIN.*