

UnionBank

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.*

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