



Telebanking User Guide

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Telebanking Phone Number: 800.583.2869

Customer Care Team: 800.753.4343 | Hours: Mon.-Thurs. 8-5 - Fri. 8-6

Introduction

What is Telebanking?

Telebanking is an automated telephone banking service that allows you access to your Union Bank accounts 24 hours a day by using any touchtone telephone. Telebanking gives you quick access to your current balance information, recent deposit and withdrawal activity and ATM transactions. Banking by phone is especially useful if you do not want to use Union Bank's online or mobile banking system or if you are in an area without a reliable internet connection. As part of our standard banking services, Telebanking is free of charge.

How it Works

Telebanking is fast, easy and secure to use. Just call our toll free number (800.583.2869) from any touch-tone telephone any time of the day or night, 24 hours a day to access your account information. You do not need to register in person.

After a brief introduction you will be asked to enter your bank account number and four digit security code. If you are logging in for the first time, you will be prompted to use the last four digits of your Social Security Number as the initial security code and then the system will prompt you to select a new security code. (You will need to use this new personal security code for all future log-ins across all of your accounts).

Once logged-in you will be presented with a simple set of menus to guide you through your phone banking session.

Features:

- 24-hour access to account information
- Access account balances, deposits and withdrawals
- Transfer funds between accounts
- Get interest and loan information
- Review Certificate of Deposit and Money Market status
- Access Union Bank Customer Care Team during normal business hours

The following pages describe the various menu layouts of our Telebanking system.

Initial Menu

For Account Information and Funds Transfer	Press-One
For Instructions on how to use this system	Press-Three
To Repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Please select the type of account you will use to login:

To login with your Checking or Money Market account	Press-One
To login with your Savings account	Press-Two
To login with your Loan account	Press-Three
To login with your Certificate of Deposit or IRA account	Press-Four
To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Main Menu

To inquire on accounts	Press-One
To transfer funds	Press-Two
To change your security code	Press-Three
To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Account Selection Menu

To inquire about your:

Checking account	Press-One
Savings account	Press-Two
Loan account	Press-Three
Time Deposit and Individual Retirement account	Press-Four
To transfer funds	Press-Five
To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Main Checking & Money Market Information Menu

For balance information	Press-One
For your most recent withdrawal transactions	Press-Two
For your most recent deposit transactions	Press-Three
For your most recent ATM transactions	Press-Four
To inquire on a specific transaction	Press-Five
[Sub Menu]	
To inquire by check number: Enter the check number followed by the {#} key	Press-One
To inquire by amount: Enter the amount of the item to search for followed by the {#} key	Press-Two
To inquire by date: Enter the six digit date to search for in month day and year followed by the {#} key	Press-three
For interest information	Press-Six
To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Savings Account Information Menu

For balance information	Press-One
For your most recent withdrawal transactions	Press-Two
For your most recent deposit transactions	Press-Three
For your most recent ATM transactions	Press-Four
To inquire on a specific transaction	Press-Five
[Sub Menu]	
To inquire by amount: <i>Enter the amount of the item to search for followed by the {#} key</i>	Press-One
To inquire by date: <i>Enter the six digit date to search for in month day and year followed by the {#} key</i>	Press-Two
For interest information	Press-Six
To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Loan Account Information Menu

For balance information	Press-One
For Your Last payment date payment information	Press-Three
For Your next payment date payment information	Press-Four
For interest information	Press-Five
To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Time Deposit Account Information Menu

For balance information	Press-One
For the last interest paid	Press-Two
For next interest payment date	Press-Three
For the maturity date	Press-Four
For interest Information	Press-Five
To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Funds Transfer Menu

From Account

To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

To Account

To return to the previous menu	Press-Eight
To repeat this menu	Press-Nine
To speak with a Customer Service Representative	Press-Zero

Please enter the amount to transfer in dollars and cents followed by the {#} key

Note: System assumes there is a decimal place