



TELEPHONE BANKING

At FirstOntario Credit Union we understand the importance of staying on top of your personal finances. Now that you have signed up for telephone banking with FirstOntario, you can manage your account(s) by phone when and where it's convenient for you.

TELEPHONE BANKING QUICK REFERENCE GUIDE *At any time, press 0 to reach a Member Service Representative*

1 Press 1 Account inquiry

- Press 1 Account balance
- Press 2 Account activity
- Press 3 Search by specific amount
- Press 4 Search by specific cheque number
- Press 8 Repeat
- Press 9 Return to main menu

2 Press 2 Perform financial transactions

- Press 1 Transfer function
(including loan payments)
- Press 2 Bill payment function
- Press 8 Repeat
- Press 9 Return to main menu

3 Press 3 Change telephone access code

You will then be asked to do the following:

- Enter the last 13 digits of your telephone access code
- Enter your existing code
- Enter your new 6-8 digit telephone access code
- Re-enter your code

4 Press * To end call

5 Press 8 Repeat options

 **GETTING STARTED IS EASY!**

Simply call the telephone banking number below, enter your user ID and telephone access code and you are ready to manage your personal finances over the phone!

For telephone banking call: 1-888-520-2301

 **USER ID**

Enter the 13 digits found on your debit card after 581828.

 **TELEPHONE ACCESS CODE (PASSWORD)**

When you sign into telephone banking for the first time, you will be asked to change your temporary telephone access code. Your new password must be a minimum of six characters long and a maximum of eight characters.

Questions?

Call us at 1-800-616-8878, visit your local branch
or find us at www.FirstOntario.com   