



## Your 24 Hour Information Line

Your **VoiceAccess** number will be:

(Write down the primary number you will use)

You will hear your opening message followed by the menu options:

- 1 or 'Account Information'
- 2 or 'Funds Transfer'
- 3 or 'Bank Information'
- 4 or 'Check Verify'

You can either speak your choice or press the appropriate number on your telephone keypad. If you know your responses, you may key ahead using the touch-tones or speak your commands at any time without listening to the prompts.

For example, to access the account balance on account 1234 with PIN 5678, you could simply key in the following as soon as **VoiceAccess** answers your call:

**1 1 1234# 5678**

The '#' key after the account number signals the end of the account number, but is not required.

If using voice commands, you would say the following:

**"Account Information"**  
**"Checking"**

**"1234"** (when prompted for Acct#)

**"5678"** (when prompted for PIN)

The next thing you will hear is your account balance followed by the account submenu.

**VoiceAccess** will provide you with the following information 24 hours a day

Within the Account Information Menu, you will be able to choose from the following account types.

### 1. Checking

- Current & Available Balance
- Complete History of checks, withdrawals and deposits
- Memo Post and NSF Notifications
- Search for transactions by check number or transaction amount
- Funds Transfers & Loan Payments
- Receive Interim Statement by Fax
- Current & Previous Year's Interest Paid

### 2. Savings

- Current & Available Balance
- Complete History of withdrawals and deposits
- Search for transactions by transaction amount
- Funds Transfers & Loan Payments
- Receive Interim Statement by Fax
- Current & Previous Year's Interest Paid

### 3. CD's

- Current Balance
- Present Withdrawal Balance
- Maturity Date
- Date & Amount of Last Interest Paid
- Next Interest Date
- Current Accrued Interest
- Current Interest Rate
- Receive Interim Statement by Fax
- Current & Previous Year's Interest Paid

### 4. IRA's

- Current Balance
- Present Withdrawal Balance
- Maturity Date
- Date & Amount of Last Interest Paid
- Next Interest Date
- Current Accrued Interest
- Current Interest Rate
- Receive Interim Statement by Fax
- Current & Previous Year's Interest Paid

### 5. Loans

- Current Balance
- Estimated Payoff Amount
- Date & Amount of Last Payment
- Date & Amount of Last Advance
- Current Interest Rate & APR
- Receive Interim Statement by Fax
- Current & Previous Year's Interest Paid

### Additional Information

#### "Cancel"

- \* Pressing the 'star' key at any time returns you to the previous menu, or you may say, "cancel."

#### "Main Menu"

- # Pressing the 'pound' key at any time returns you to the main menu, or you may say, "main menu."

#### "Tutorial"

Gives you a detailed tutorial on the various features of the system and how to use them.

#### "Help"

May be used if you are having difficulty using the system, and will offer help on the specific area of the system the caller is using.

While listening to withdrawals and deposits, you may also use the following keys:

#### "Previous"

- 7 To hear missed information by "rewinding" to the last transaction.

#### "Repeat"

- 8 To repeat the current transaction being played.

#### "Next"

- 9 To skip ahead by "fast forwarding" to the next transaction.

#### PIN Information

When calling the system for the first time, callers will be prompted to enter the last 4 digits of the account owner's social security or tax ID number. This is also known as the primary SSN/TIN on the account. Once the correct SSN/TIN is entered, the system will prompt the caller to enter their new security code or PIN. The PIN entered will be used for that account as well as for all accounts that share the same primary SSN/TIN. Callers may also select the option at a later time to change their PIN if they choose.

Callers have a maximum of 3 consecutive attempts to enter their correct PIN. Once this limit is reached, any accounts that share that PIN will be locked from use until the PIN is reset using the Customer Maintenance function in the VoiceAccess Administration program.



# EASTERN COLORADO BANK

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## VoiceAccess 24 Hour Banking Services!

1-877-ECB-4YOU

Dear Valued Customer,

**VoiceAccess** is a product to assist you in obtaining account information 24 hours a day.

Instructions on how to use this system are described on the reverse side of this brochure. We encourage you to use **VoiceAccess** by calling one of the numbers shown at the right for information regarding your checking or savings accounts, CDs or loans. Please feel free to try both the touch-tone and speech recognition features to find which works best for you.

A confidential security code is created by you on your first call to the system. When prompted by **VoiceAccess**, use this number, along with any of your account numbers to obtain your account information. **VoiceAccess** will provide you with the current account information described on the back of this brochure.

We will continually strive to bring you fast, friendly service by implementing the latest in banking technology.

From your friends at,

**The Eastern Colorado Bank**  
Member FDIC

- \* Convenient
- \* Fast Response
- \* Private
- \* Confidential
- \* Open 7 Days a Week
- \* 24 Hours a Day

Dial one of our  
Information Lines  
**1-877-ECB-4YOU**  
**(877-322-4968)**  
or  
**719-767-8080**

#### Your Security Code

On your first call, use the last four digits of the primary owner's social security number on that account.

**Working for you,  
our customer!**