

VOICE BANKING CUSTOMER SETUP

Phone # 260-563-0466 OR 888-797-9922

Welcome to Crossroads Bank Telephone Banking. If this is your **first time calling** – you will have to enroll in the system **by pressing the star (*) key.**

Otherwise which of these can I help you with?

- For **Balances** or **Transaction History** press “1”
- For **Transfers** press “2”
- For **more options** press “5”

First time calling menu for enrolling in the system:

Please key in your **USER ID (Social Security #)** (If you need a moment to find it press the # key)

Please key in your **PIN code (Last 4 digits of your SSN)** (this is for first time use only)

Please key in **the 10 digit phone number you will usually call from.**

If you do not begin entering your phone number you will hear:

Starting with the area code, key in the 10 digit phone number you will usually call from.

- If this number is your **cell phone** press “1”; if **Home** press “2”; if **Work** press “3”
- If you would like to **register another phone number please press “1”**
- (You may repeat the process to register three phone numbers: cell, home, and work.)

Set your security questions and answers:

The answers will need to be entered using the telephone number pad. Dates are two digits for month, two digits for day, and four digits for year.

Please choose three (3) of the following challenge questions. The system will prompt you to set up your first question and answer, then your second question and answer – followed by third question and answer

- **Your oldest sibling’s birthday as a challenge question press 1**
- **Your youngest sibling’s birthday press 2**
- **The number of grandchildren you have press 3**
- **The last four digits of your childhood phone number press 4**
- **The age you were on your first date press 5**
- **The number of pets you had before you were ten press 6**
- **The numeric street address of your childhood home press 7**
- **The number of schools you attended press 8**
- **Your anniversary press 9**

Personalized Message

You can create (1) a personalized message or your name or choose from a prerecorded list (2)

- **To confirm your personalized message press 1 for yes or 2 for no**

Enter your 4 to 8 digit PIN code (needs to be different from your first time use PIN. This is the PIN you will use in the future to access your account.)