

ToCheck

Call Flow Menus:

1 - Account Information

- 1 - Account Balance
- 2 - Account History
 - 1 - All Transactions
 - 2 - Withdrawals
 - 3 - Deposits
 - 4 - ATM Transactions
- 3 - Future Dated Transactions (Pending ACH or Scheduled Transfers)
- 4 - Return to Main Menu

2 - Account Transfer Activity

- 1 - Account Transfer
- 2 - Hear Existing Transfers
- 3 - Delete Existing Transfers
- 4 - Return to Main Menu

3 - Activate or Block a Card (You will need to enter your account number and access code. If you do not currently have an access code, the system will prompt you to set one up.)

- 1 - Activate a Card
- 2 - Block a Lost/Stolen Card
- 3 - Return to Main Menu

4 - Change PIN (Access Code) Same code as previous system.

5 - Share Withdrawal

6 - Stop Payment

- 1 - Place a Stop Payment
- 2 - Stop Payment Inquiry
- 3 - Return to Main Menu

FAQ's:

Did the phone number change?

The telephone number did not change. 417-862-4325

What if the system does not recognize my speech?

If you choose speech recognition and the system has trouble understanding it will automatically switch you over to touch tone. It will not hang up on you.

How do I see if a check has cleared?

The options are a little different. You will find this information under 1-Account Information 2-Account History 2-Withdrawals.

There are long delays in the system?

To speed up the touch tone system you can still hit the #-pound sign after you are through entering the requested information. In the speech portion we are still trying to improve the delays in it.

How do I find out about loan payments made on my account?

Currently in the new system your loan payments are referred to as deposits on the account. They are under 1-Account Information 2-Account History 3-Deposits or 1-All transactions