



Welcome to

Telephone Banking



Tennessee State Bank

"Banking at its Best"®

Member FDIC

865-908-BANK (2265) or 877-908-4872

Quick Reference Guide

Menu Options

We are pleased to offer you Telephone Banking with enhanced features to better serve you. Our secure system is user-friendly and provides a wide range of options to help you manage your finances. You will be able to access checking and savings account balances, get account history, transfer funds, stop payments, request account information by email, manage your debit card, and much more.

Accessing Telephone Banking System

- The first time you call in to the new system, you will need to enter your account number followed by your **FULL** Social Security Number (SSN). This is the only time you will be asked to enter your **FULL** SSN. You will then be prompted to establish a 4-digit Personal Identification Number (PIN).
- After you have established your new PIN, you will be asked to enter your account number and PIN. The menu and shortcut options are shown to the right.
- The Telephone Banking System initially defaults to Touch Tone. If you prefer to use Voice Recognition, you can press 8* at any time.

Regarding Your PIN

- You are allowed three attempts to input your correct PIN before being locked out of the system for security purposes.
- If a PIN is not established within 90 days from the date of account opening, your Telephone Banking access will be deactivated for your protection.
- Once you have established Telephone Banking access, you must use Telephone Banking at least once every 180 days or access will be deactivated. You may reactivate Telephone Banking access as well as get further information about your account(s) or banking needs by calling a Customer Service Representative at **865-453-7011** or **877-908-9872**.

"Banking at its Best!"sm

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At any time, you may press 0 to speak to a Customer Service Representative during regular business hours.

- 1 ACCOUNT BALANCE** (Checking and Savings)
- 2 ACCOUNT HISTORY** (Checking and Savings)
- 3 TRANSFER FUNDS** (Immediate Funds Transfer)
- 4 DEBIT CARD ASSISTANCE**
 - Change Debit Card PIN or activate a Debit Card
 - Report a lost or stolen Debit Card
 - Speak to a Card Services Representative
- 5 STOP PAYMENT**
 - Submit a Stop Payment by Specific Check
 - Submit a Stop Payment by Check Range
 - Stop Payment Inquiry
- 6 MERCHANT CHECK VERIFICATION**
- 7 GET ACCOUNT INFORMATION by EMAIL**
- 8 PIN MAINTENANCE**
 - Change your Telephone Banking PIN
- 9 MORE OPTIONS**
 - Opt in or opt out of overdraft service
 - Learn more about **TSBFraudWatch**
 - Get information about your CD and IRA accounts
 - Get information about your loan account

Shortcut Options

- | | |
|----------|---------------------------------|
| Press 0 | Customer Service Representative |
| Press 1* | Help Menu |
| Press 3* | Go to Main menu |
| Press 5* | Skip |
| Press 8* | Switch to Voice Response |
| Press 9* | Access another account |
| Press * | Return to previous menu |
| Press # | Repeat an option |
| Press 7* | Hang up / End Call |