



NEW TELEPHONE BANKING SYSTEM FAQ

PERSONAL, CONVENIENT PHONE SERVICE



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Effective January 2018

1. What has changed with Telephone Banking?

- New menu options, so please listen carefully when calling in
- A new voice guiding you through telephone banking options
- No more reference to account suffix numbers
- PIN is now 4 digits long – automatically sets to last four digits of your Social Insurance Number (SIN)
- Telephone banking passwords are now different from online banking passwords
- Local telephone banking number has been discontinued - Call toll-free: 1 (866) 942-1002

2. Why is the local 705 telephone banking number no longer working?

As of March 22nd, 2018, the local (705) 942-1002 telephone banking number is no longer active. Please call our toll-free telephone banking number at 1 (866) 942-1002 to access telephone banking.

3. Why did my telephone banking PIN (password) change?

Community First has upgraded telephone banking providers and the new system requires a 4 digit PIN.

4. What if my telephone banking PIN doesn't work?

We can help. Contact our Service Excellence Centre at (705) 942-1000, call our toll-free number at 1 (866) 942-2328, or visit a branch to have your telephone banking PIN reset.

5. When was my telephone banking PIN changed?

Your telephone banking PIN was reset to the last 4 digits of your SIN on March 22nd, 2018.

6. Can I still use the same password for both Telephone and Online Banking?

No, these passwords are now different. Your online banking password will remain the same, and your telephone banking password was reset to the last 4 digits of your SIN.

7. Is my online banking password reset as well?

No, you can continue to login to online banking with your existing password. However, if you do choose to change your password you will be able to strengthen and lengthen it to a 6 to 8 digit alphanumeric password.

8. I don't feel comfortable using my SIN as my new PIN.

You can change your telephone banking PIN at any time.

9. How do I change my telephone banking PIN?

Call telephone banking at 1 (866) 942-1002: Select option #8 "More Choices", and follow the prompts.

10. Why have the telephone banking menu options changed?

Community First has upgraded telephone banking and the new system has different menu options. Pay close attention your first time logging in, as menu options may have changed from what you're used to.

11. What are the new telephone banking menu options?

A new telephone banking guide summarizing the menu options is available at www.communityfirst-yncu.com/TelephoneBanking or at your local branch.

The main menu options are as follows:

1 - Select account to work with

(will give you balances, and options for 1. Account Summary, 2. More Details, 3. Transfer money, 4. Select another account)

2 - Transfer Money

3 - All Accounts balances

4 - General Information

6 - Bill Payments

- #### 8 - More choices:
1. Report a lost or stolen card
 3. Change PIN,
 5. Log on with a different ID

12. Why can I now select menu options before I login?

This is a new telephone banking system. This call flow allows you to access menu options #4 (General Information) and #8 (More Choices) which don't require a login.

13. Will I need to enter my member ID and PIN each time I select a menu option?

No, after the first time you enter your member ID and PIN, you can navigate between menu options without entering the information again.

14. Has anything changed with how my accounts are listed?

Accounts will now be identified by product type. When you have more than one of the same product type (i.e. 2 Golden Chequings), the last 4 digits of the account number will be listed after the product type. We made some upgrades and changes to our product lineup on November 1st, 2017. You may notice differences in the way your accounts are named in both telephone banking and online banking. If you have any questions about this change, please contact our Service Excellence Centre or your local branch.

15. Why do I get disconnected when trying to transfer or pay a bill that includes cents?

If the phone you're dialing in on uses * commands, your call may be disconnected when trying to transfer or pay a bill that includes cents. Try calling in from another phone.

16. Can I use telephone banking for my business accounts?

Our telephone banking service is not available for businesses. You can learn about alternative options for staying connected to your accounts by calling our Service Excellence Centre at (705) 942-1000 or 1 (866) 942-2328.

17. Why am I being disconnected after entering my PIN?

You will be disconnected after 3 incorrect attempts. Contact our Service Excellence Centre at (705) 942-1000 or 1 (866) 942-2328, or visit a branch if you need your PIN reset.