



Getting Started:

Our Telephone Banking system was designed with security in mind. Using your touch-tone phone, you can keep track of your finances at your convenience. You'll need:

- Your member number
- A confidential 4-digit member access code or PIN obtained from any Community First branch. (First-time callers will be prompted to change the access code we provided to you)

Telephone banking phone number: 1 (866) 942-1002

Main Features:

Use telephone banking to:

- Get branch or ATM information
- Check balances on your accounts
- Pay bills and add new bill vendors
- Transfer funds between your accounts
- Report a lost or stolen card

Our telephone banking service is free, but there's a nominal charge for bill payments. Ask how you can pay bills for free with one of our convenient service plans!



From a touch-tone phone, dial 1 (866) 942-1002. You will be prompted for your Member ID and 4-digit PIN after you have selected an option from the menu below.

TIPS: You can press * at any time to repeat your choices or # to return to the previous menu. Option 1 has many choices. You can press options 2 through 8 to jump to a specific activity.

Press 1	To select an account to work with All of your accounts will be listed ¹ . Upon selecting one account, you will hear current and available balances, along with details of the last transaction. From here you may choose 1 of the following 4 options: 1. Select account summary 2. Select more details 3. Select to transfer money between accounts 4. Select to work with another account
Press 2	To select transfer money Once an account is selected ¹ , follow the prompts to select which account you will transfer funds into.
Press 3	To select all accounts balances Will list ALL account current and available balances.
Press 4	To select general information 1. Select our locations and office hours 2. Select locate the nearest ATM 4. Select to report a lost or stolen card
Press 6	To select bill payments 1. Select to pay a bill 2. Select to change or cancel a scheduled bill payment 3. Select to manage your personal payee list
Press 8	To select more choices 1. Select to report a lost or stolen card 3. Select change your pin 5. Select log on with a member ID

¹ If you have less than 5 eligible accounts it will list all the accounts together instead of separating them out into categories (i.e. 1. Chequings, 2. Savings etc...)
If you have more than one of the same account type (i.e. 2 Simply Free Chequings), each account will be identified by the last 4 digits of the account number