

24-hour phone banking

Available to you 24 hours a day, 7 days a week and now... **more convenient with voice response access.** If you need to check your balance, transfer funds, verify a credit or debit, or make a Baker Boyer loan payment, our 24-Hour Phone Banking is just a phone call away. Spanish is available too! Call 509-522-BBNB (2262) or 800-583-BANK (2265). Also, receive account history and balance information via email or fax with one easy setup by your banker.

1 Account Information

1 Checking & Money Market

- 1 Withdrawals
- 2 Deposits
- 3 All Transactions
- 4 Funds Transfer
- 5 Find transaction
 - 1 Search by *check number*
 - 2 Search *withdrawal by amount*
 - 3 Search *deposit by amount** Cancel (Return to Previous Menu)
- 6 More Options
 - 1 Fax
 - 2 Balance
 - 3 Interest
 - 4 Change PIN* Cancel (Return to Previous Menu)

2 Savings

- 1 Withdrawals
- 2 Deposits
- 3 All Transactions
- 4 Funds Transfer
- 5 Find Transaction
 - 1 Search *withdrawal by amount*
 - 2 Search *deposit by amount** Cancel (Return to Previous Menu)
- 6 More Options
 - 1 Fax
 - 2 Balance
 - 3 Interest
 - 4 Change PIN* Cancel (Return to Previous Menu)

3 CD & Retirement Accounts

- 1 Balance
- 2 Interest
- 3 More Options
 - 1 Last Interest Paid
 - 2 Next Interest Payment Date
 - 3 Maturity Date
 - 4 Accrued Interest* Cancel (Return to Previous Menu)

4 Loans

- 1 Advances
- 2 Payments
- 3 All Transactions
- 4 Find Transaction
 - 1 Search *advances by amount*
 - 2 Search *payments by amount** Cancel (Return to Previous Menu)
- 5 More Options
 - 1 Balance
 - 2 Interest
 - 3 Change PIN* Cancel (Return to Previous Menu)

2 Funds Transfer

3 Bank Information

4 Lost or Stolen Cards

- 1 Report Lost Debit Card (1-800-472-3272)
 - 2 Report Lost Credit Card (1-800-325-3678)
- * Cancel (Return to Previous Menu)

5 More Options

- 1 Account Rates (Transfers to Customer Service)

6 Important Messages

7 Instructions

0 Customer Service

By pressing "0" or saying "Operator", you will be returned to the bank operator during normal business hours. After hours, you will be able to leave a message and can expect a return call on the next business day.

Helpful Hints

- To return to the Previous Menu, press "*" or say "Cancel"
- To return to the Main Menu, press "#" or say "Main Menu" within any menu option
- To exit the system within the Main Menu, press "#" or say "Goodbye"
- To receive detailed instructions for the menu option, say "Help"

While listening to withdrawals and deposits in the Checking or Savings menu, you may also use the following keys:

- Press "7" at any time to hear missed information by rewinding to the last transactions
- Press "8" at any time to repeat the current transaction being played
- Press "9" at any time to fast forward to the next transaction.

You may interrupt the recording at any time by pressing the number or saying the name of the desired function.

For your protection, callers have a maximum of three consecutive attempts to enter their correct PIN. Once the limit is reached, any accounts that share that PIN will be locked from use until the PIN is reset by a customer service representative.