

IMPORTANT PHONE BANKING NOTICE TO MEMBERS

On October 6, 2015, our 24/7 Phone Banking system was updated with new features. Please listen carefully when you call as the menu options have changed.

Phone Banking helps make your financial management easier and convenient. Obtain your checking or savings account balances, make loan payments, transfer funds, place a stop payment, and more!

The Phone Banking system's default is Touch Tone. Press 2 to use Voice Response.

HOW TO USE PHONE BANKING

- Dial: 844-843-7151
- Follow the menu prompts
- Enter your account number and PIN

In order to verify your identity, the first time you call in you'll need to enter your account number, followed by your Social Security Number. This is the only time you will be asked to enter your Social Security Number. You will then be prompted to re-register your Personal Identification Number (PIN). For account transactions and inquiries (balances, interest, etc.), you'll always be asked to enter your account number and PIN.

QUICK TIPS

- Press 3 and the * key to return to the main menu.
- Press the * key to go back.
- Press the # key to repeat an option.
- Press 9 and the * key to enter a different account number.
- Press 0 to go to customer service.
- Press 7 and the * key, or just hang up, to end the call.

Coulee Bank
BANK WITH CONFIDENCE

CouleeBank.net

PRESS

1

SAY

BALANCES

to get your current balances, pending transactions, and provide year to date information.

PRESS

2

SAY

ACCOUNT HISTORY

to search for a specific check number, amount, withdrawal, deposit on your checking, savings, certificates, IRAs and loans.

PRESS

3

SAY

TRANSFER FUNDS

to transfer between accounts or make a loan payment

TRANSFER FUNDS MENU

Press 1 to transfer funds immediately
Press 2 to schedule a future funds transfer
Press 3 to hear existing scheduled transfers
Press 4 to delete an existing transfer
Press 5 for payments

PRESS

4

SAY

STOP PAYMENTS

for your checking account

STOP PAYMENTS MENU

Press 1 for Stop Payment Inquiry
Press 2 for Stop Payment for a specific check number
Press 3 for Stop Payment for a range of checks

PRESS

5

SAY

FUTURE DATED TRANSACTIONS

to list any pending ACH activity for your account

PRESS

6

SAY

INTEREST RATES

to be transferred to our Call Center.

PRESS

7

SAY

COULEE BANK INFORMATION

COULEE BANK INFORMATION MENU

Press 1 for the La Crosse Branch
Press 2 for the Onalaska Branch
Press 3 for the St. Paul Branch

PRESS

8

SAY

CARD SERVICES

CARD SERVICES MENU

Press 1 for Debit Card Questions/Issues
Press 2 for Credit Card Questions/Issues