BankFIRST
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TELEPHONE BANKING GUIDE

Thank you for calling the BankFIRST Telephone Banking Center. Your call may be monitored or recorded to help us serve you better. To continue in English, stay on the line. To continue in Spanish, press 2. Please listen carefully, as our menu options have changed.

Main Menu

Which would you like?
For information on an existing account, press **1**.
For general bank information, including hours and locations, press **2**.
Or, to go back to the Main Menu, press *.

When pressing 1

Please key in your Alternate Electronic Access Number. **After inputting Alternate Electronic Access Number:** And for security purposes, please key in your PIN number followed by the # sign. If this is your first time accessing your account, or if you've had your PIN reset, please enter the last 4 digits of your SSN.

After inputting PIN: Thanks, you're logged-in. After inputting Last 4 digits of SSN: You will be guided through the PIN reset process.

For Deposit Accounts, press **1**.
For Loan Accounts, press **2**.
For Transfers, press **3**.
For Loan Payments, press **4**.
To Change your PIN, press **5**.
Or, to go back to the Main Menu, press *.

When pressing 1

Deposit Accounts:
Which would you like?
For Checking, press **1**.
For Savings, press **2**.
For Certificate of Deposit, press **3**.
For IRA Account Information, press **4**.
Or, to go back to the Main Menu, press *.

When pressing 3

Transfer Funds:
From which account would you like to transfer?
From Checking, press **1**.
From Savings, press **2**.

And to which account?
To Checking, press **1**.
To Savings, press **2**.
(Will return to the main menu if no additional account exists under a specific SSN.)

When pressing 1

Checking Accounts:
Your account ending in ****, has a current balance of $0.00, and an available balance of $0.00.
What would you like to do?
To get your account balance, press **1**.
To review your recent activity, press **2**.
To follow-up on a specific check, press **3**.
To transfer funds, press **4**.
For more choices, press **9**.
Or, to go back to the main menu, press *.

When pressing 9

What would you like to do?
To get information on another checking account, press **1**.
To place a stop payment, press **2**.
To get year-to-date information, press **3**.
For more choices, press **9**.
Or, to go back to the Main Menu, press *.

When pressing 9

What would you like to do?
(Loops back to first Checking menu).

When pressing 2

For branch locations and hours of operation, press **1**.
Or, to go back to the Main Menu, press *.

When pressing 1

For our Seminole County Financial Locations, press **1**.
For our Orange County Financial Center Locations, press **2**.
For our Lake County Financial Center Locations, press **3**.
For our Volusia County Financial Center Locations, press **4**.
For our Brevard County Financial Center Locations, press **5**.

When pressing 1

For our Sanford Financial Center, press **1**.
For our Oviedo-Winter Springs Financial Center, press **2**.
Our Sanford Financial Center is located at 3791 West First Street, Sanford, FL 32771.
Our Sanford Financial Center Lobby is open Monday – Thursday 9am – 4pm, and Friday, 9am – 6pm.
Our Sanford Financial Center Drive-up is open Monday – Friday 8am – 6pm, and Saturday 9am – 12 noon.
Our Sanford Financial Center Phone Number is (407)-330-3266.

Would you like to hear that information again?
Press **1** for yes, or **2** for no.