

CNBanker Voice

24 - HOUR BANKING

585-394-5520 ■ 800-283-1989 | 585-394-4260, option 2 ■ 800-724-2621, option 2

Main Menu

Greeting — To continue in English, press 1; in Spanish, press 2.

1. Account Information and Funds Transfer

Please select the type of account you will use to log in.
To log in to your:

Checking Account	press 1
Savings or Money Market Account	press 2
Certificate of Deposit or IRA Account	press 3
Loan Account	press 4
Line of Credit Account	press 5

Then, enter the account number, followed by the * key.

You will then be asked to enter your personal identification number (PIN), followed by the * key. The first time you access the account information menu, you will need to reset your PIN. To access, your initial PIN will be the last four digits of your Social Security Number. You will then be prompted to select your new PIN, which you will use from thereafter.

After you have selected your account type and entered your account number, you will be able to access information on ALL accounts for which you are the primary owner without entering additional account numbers.

1. **Account Inquiry**
(see expanded menu)
2. **Transfer Funds**
3. **To Change your PIN**
8. **Return to Previous Menu**
9. **Repeat Menu**
0. **To speak to a Customer Service Representative**

2. Instructions on How to Use the System

3. Bank Office Locations

1. **Ontario County Bank Offices**
2. **Monroe County Bank Offices**

9. Repeat Menu

0. Speak to a Customer Service Representative

Account Selection Menu

To access your specific account information, a list of your accounts will be read to you along with the appropriate option to select that account. The accounts will be presented in order of Checking, Savings/Money Market, CDs/IRAs, Loans, and Lines of Credit.

For example, you will be asked to inquire:
on your checking account ending in 1234, press 1;
on your checking account ending in 5678, press 2;
on your savings account ending in 9012, press 3.
And so on...

Checking Account Information

- 1 Balance Information
- 2 Most Recent Withdrawal Transactions
- 3 Most Recent Deposit Transactions
- 4 Most Recent ATM Withdrawals
- 5 Inquire on a Specific Transaction
- 6 Interest Information

Savings or Money Market Account Information

- 1 Balance Information
- 2 Most Recent Withdrawal Transactions
- 3 Most Recent Deposit Transactions
- 4 Most Recent ATM Withdrawals
- 5 Inquire on a Specific Transaction
- 6 Interest Information

Certificates of Deposit or IRA Information

- 1 Balance Information
- 2 Maturity Date
- 3 Last Interest Paid
- 4 Interest Information

Loan Information

- 1 Balance Information
- 2 Last Payment Date
- 3 Next Payment Date
- 4 Payoff Information
- 5 Interest Information

Line of Credit Information

- 1 Line of Credit Limit
- 2 Line of Credit Balance
- 3 Available Credit Line
- 4 Payoff Information
- 5 Interest Information

investing
in you



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National
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