

SELF-SERVE TELEPHONE BANKING

WHEN YOU SELECT SELF-SERVE BANKING

- Select your Branch by entering the number seen next to the Branch name in the list below

PHONE POSITION + BRANCH NAME	
1 Abbotsford Village	12 Ridge Meadows
2 Chilliwack City	13 Sardis
3 Cloverdale	14 Snow Valley
4 Fleetwood	15 South Point
5 Garrison Village	16 Sunshine Hills
6 High Street	17 Sunwood*
7 Hope	18 Town Centre
8 Ladner	19 Tsawwassen
9 Mission	20 Willoughby
10 Newton	21 Yarrow*
11 North Delta	

***Physical branches closed; still have active memberships.**

- Enter your Member Number
- Enter your Telephone Banking PIN
- Select options from the menu below

How to enroll with Self-Serve Telephone Banking

- Call us at 1-888-597-6083
- Provide your Branch and Member Number
- For security, enter the code sent to your phone or email
- Set up your Telephone Banking PIN (no repetitive or sequential digits such as 1111 or 1234)

Telephone banking is for **personal memberships only.**

ACCOUNT BALANCES: 1	TRANSFER FUNDS: 2	TRANSACTION HISTORY: 3	
Personal Accounts: 1 ↳ 1 - Chequing Accounts ↳ 2 - Savings Accounts ↳ 3 - Registered Accounts Term Deposit: 2 ↳ 1 - Non-Registered ↳ 2 - Registered Loan & Mortgages: 3	↳ 1 - Transfer <u>from</u> Chequing Accounts ↳ 2 - Transfer <u>from</u> Savings Accounts ↳ 1 - Transfer <u>to</u> Chequing Accounts ↳ 2 - Transfer <u>to</u> Savings Accounts	Personal Accounts: 1 ↳ 1 - Chequing Accounts ↳ 2 - Savings Accounts ↳ 3 - Registered Accounts Term Deposit: 2 ↳ 1 - Non-Registered ↳ 2 - Registered Loan & Mortgages: 3	
BILL PAYMENTS: 4	CHANGE PHONE BANKING PIN: 5	*	0
↳ 1 - Chequing Accounts ↳ 2 - Savings Accounts	<ul style="list-style-type: none"> • Enter Current Pin • Enter New 5-8 Digit Pin • Re-enter New Pin 	Main Menu	Speak to an Advisor

Access your banking information 24 hours a day, 7 days a week.