



**Heartland
National Bank**

Telephone Banking Quick Reference Guide (877) 626-1300

In early December, our Telephone Banking system will be upgraded with new enhanced features. Please listen carefully when you call as the menu options will have changed.

Our new Telephone Banking system will make managing your finances easier and more convenient. Check the balances and history on all of your accounts, schedule loan payments or funds transfers, activate or deactivate your debit card, and more!

Our Telephone Banking system's default is Touch Tone. Press 2 to use Voice Recognition.

Quick Tips

Main Menu – 3*

Previous Menu – *

Repeat an Option – #

Enter a Different Account Number – 9*

MENU OPTIONS

Press Or Say	Press Or Say
1 Account Balance For balance information on checking, savings, CD/IRA and loan accounts.	5 Documents by Email With this feature you can request an emailed account summary.
2 Account History For transaction history on checking, savings, CD/IRA and loan accounts.	6 Future Dated Transactions This feature plays the amount of pending deposits and any scheduled transfers with the date the item will post.
3 Funds Transfer To transfer funds immediately or schedule a transfer, make an immediate or schedule a loan payment, or listen to or delete existing scheduled transfers.	7 Interest Rates To listen to rates on checking, savings and CD/IRAs.
4 ATM/Debit Card Menu To activate, deactivate or re-order a card.	8 Change Telephone Banking PIN With this feature you can change your Telephone Banking PIN, as long as you know your current PIN.