

SBW TellerPhone Banking

QUICK REFERENCE GUIDE

24 hours a day, 7 days a week

Call 877-925-7653 (877-WALPOLE)

or (603) 355-1696, then Option 2



Enjoy the convenience of secure access to your Savings Bank of Walpole accounts with TellerPhone banking—24 hours a day, 7 days a week. In addition to our online banking and mobile app services, TellerPhone helps make financial management easy and convenient. Check your account balances, make loan payments, transfer funds, and much more!

TO START

Press **1** to use touchtone controls

Press **2** to use voice response controls

Have your account number, personal identification number (PIN) and the last 4 digits of your Social Security or Business EIN (Tax Identification Number) available when you call.

First-time Users: To verify your identity, the first time you call in to our new system you'll need to enter your account number, followed by your social security number or Business EIN (Tax Identification Number) and your zip code. This is the only time you'll be asked to enter your full social security number. You will then be prompted to create a 4-8 digit Personal Identification Number (PIN), which you'll use for subsequent logins. On subsequent calls, you'll only be asked to enter your account number, PIN, and the last 4 digits of your social security number (or business EIN).



[MORE INFO](#)



FOLLOW USER-FRIENDLY PROMPTS

MAIN MENU

Press or Say **1**

Account Balance Then select or say your account type (savings, checking, loan, money market, certificate of deposit, or IRA)

Press or Say **2**

Account History Then select or say your account type. Based on the account type, you will have the option to review *all transactions* or *certain transaction types*.

Account History Menu

Press or Say 1 = **All Transactions**

Press or Say 2 = **Deposits/Interest/Payments**

Press or Say 3 = **Withdrawals/Interest/Advances**

Press or Say 4 = **Check Number/Withdrawals**

Press or Say 5 = **Check Number**

Press or Say **3**

Transfer Funds or Make a Payment

Transfers & Payments Menu

Press or Say 1 = **Transfer Funds Immediately**

Press or Say 2 = **Make a Payment Now**

For loan payments, you will be given the option to make your next payment or make a payment to principal.

Press or Say **4**

PIN Maintenance (Change your TellerPhone PIN)

Press or Say **5**

Card Maintenance Services

Card Maintenance Menu

Press or Say 1 = **Activate a New Card**

Press or Say 2 = **Deactivate a Card or Report a Card Lost or Stolen**

Press or Say 3 = **Change your Card Personal Identification Number (PIN)**

Please note: *If you later find your lost card, you will have to call the bank and speak to a customer service representative to have it re-activated.*

Press or Say **6**

Get Bank Information

SHORTCUTS

Use Voice Commands (8*)

Main Menu (3*)

Help Menu (1*)

Go Back (*)

Repeat (#)

Skip (5*)

Hang up (7*)

Operator (0)