

FREQUENTLY ASKED QUESTIONS

Telephone Banking

What is Telephone Banking?

Telephone Banking is a phone service which enables current Savers Bank customers to check their balances on statement savings, checking and loan accounts, including mortgage and home equity loans. You can also cancel a debit card, and put a stop payment on a check.

Is there a charge for Telephone Banking?

No, there is no charge for this service. Every customer automatically has access to telephone banking when an account is opened.

How do I access Telephone Banking for the first time?

Simply dial 1-877-765-0111. When using Telephone banking listen to the prompts. It will ask you for your account number, and then your PIN. For the first time use the last 4 digits of your social security number and then it will ask you to change it.

Can I transfer funds between my Savers Bank accounts using Telephone Banking?

Customers may transfer between any statement account or make payments to their loans.

How can I change my PIN Number?

The PIN must be changed on each individual account. If the customer would like their PIN changed they would have to call a branch and be identified, and then we could reset their PIN.

I forgot my PIN number. What should I do?

Just call your branch and a customer service representative can call to have a PIN reset.

How do I know if a transfer went through?

After all the data has been entered customers will hear the message "Your transfer has been completed. Your confirmation number is XXXX."