



TELEPHONE BANKING

What is Telephone Banking?

Telephone Banking is an automated system that you can call and get account information on the different accounts you have at Farmers & Merchants Bank. You can retrieve information for or perform transfers and payments for:

- Checking
- Savings
- CDs
- Loans
- Transfer funds
- Loan Payments
- Change your PIN

What information do I need to Access Telephone Banking?

You will need your account information and a 4 digit PIN to access your account information. If you have never accessed telephone banking your 4 digit PIN is automatically set to the Last 4 digits of the Primary Account Holders SSN. The first time you use Telephone Banking you will be prompted to change the 4 digit PIN to something other than the last 4 of the SSN.

What number do I call to Access telephone banking?

920-361-5000

What if I forgot my PIN or the system indicates that my account is locked?

Call 920-361-1454 and customer service can assist in resetting or unlocking your PIN.

What if I want to speak to someone and I am in the Telephone Banking system?

You can press 0 to be redirected to a live customer service person.

What hours can I access Telephone Banking?

You can access telephone banking all day, every day, even when the bank is closed for business.

Can I transfer funds on Telephone Banking when the bank is closed?

Yes.

Is the account information real time?

Yes, the account information is real time and will report pending transactions as well as provide available balances.