

# Step 1: Set up your account

To Get Started, Dial (830) 709-3745

**1** After you hear the opening message:

Press 1 for English or

Press 2 for Spanish

From the Main Menu choose

1 for Account Information

Now from the Account

Information Menu choose

1. for Checking 2. for Savings 3. for CD/IRA 4. for Loans

**2** Voice Access will ask you to enter the account

number and the last four digits of the primary person's Social Security number or tax identification number. Then you will be prompted to choose a security code (PIN). This should be no more than four digits long. You are now set up to use VoiceAccess 24 hours a day! Each time you call you will be asked for your security code (PIN).

## Step 2: Make a choice from the menu

### Voice Access Premier Menu

Phone # (830) 709-3745

Opening Message in English and Spanish

Language Selection Menu

1. English

2. Spanish

### Main Menu

A.) Account Information

1) CHECKING

1. Withdrawal

2. Deposit

3. Funds Transfer

4. Find Transaction

1. Search by check #

2. Search withdrawal  
by amount

3. Search deposit by  
amount

5. More options

1. Fax

2. Balance

3. Interest

4. Check reorder

5. Change PIN

\* to cancel

2.) SAVINGS

1. Withdrawal

2. Deposit

3. Funds transfer

4. Find transaction

1. Search withdrawal by amount

2. Search deposit by amount

5. More Options

1. Fax

2. Balance

3. Interest

4. Change PIN

\* to cancel

3) CD/IRA

1. Fax

2. Balance

3. Interest

4. Change PIN

\* to cancel

4.) LOANS

1. Advances

2. Payments

3. Find transaction

1. Search advances by amount

2. Search payments by amount

4. More Options

1. Fax

2. Balance

3. Interest

4. Change PIN

\* to cancel

B.) Funds Transfer

1. Checking

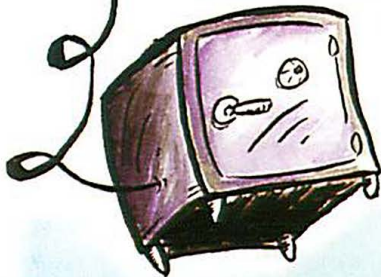
2. Savings

\* to cancel

C.) Bank Information (Bank hours)

D.) Check Verification (Merchant inquiry)

E.) Lost Card (Visa Debit check card)



**\* A friendly reminder:**  
Any transfers done through VoiceAccess after 3 p.m. will be considered next business day's work and will post after 3 p.m. the next business day.

