



TELEPHONE BANKING MENU OPTIONS

This page is a quick reference to our Banking by Phone service called the CSBee-Line. This page gives more detail about the choices available. You might want to have this page handy for the first few times you use the CSBee-Line. After that, you will get used to the options you use most often and probably will not need this page.

1. Banking Hours

- Option 1: Charlestown
- Option 2: Charlestown Road
- Option 3: Washington
- Option 4: Springfield
- Option 5: Main Office

2. Individual Account Information and Transfers

- Option 1: Account information
 - 1. Checking
 - 2. Savings
 - 3. Loan
 - 4. Time Deposit

- Option 2: Transfer funds
 - 1. Checking
 - 2. Savings
 - 3. Loan

- Option 5: Change your PIN

Instructions on Making a Transfer:

Important: You will first need to do a balance inquiry on each account before doing the actual transfer.

If the account(s) has not been set up with your person PIN #, you will first need to do this.

The key to remember when making the transfer is when you enter your account #, hit the *key. It will then ask you for the PIN #. You will also need to choose from the following options (transfer from account):

- Option 1: Checking
- Option 2: Savings
- Option 3: Loan
- Option 4: Time Deposit

4. Instructions - How to use CSBee-Line

5. To Report a lost or stolen ATM or debit card

6. To Report a lost or stolen Credit Card



9. Repeat Menu

0. To be transfered to a Customer Care Representative

For specific product details and current rate information, please contact Customer Care during weekday business hours from 7am-6pm at 603-542-7711 or visit us at Claremontsavings.com