



VoiceAccess Banking – Hoosier Heartland State Bank

866-372-4397

Main Menu

1. **Account Information**
 - a. **Voice:** “Say ‘Account Information’ or {Press 1}”
2. **Funds Transfer**
 - a. **Voice:** “Say ‘Funds Transfer’ or {Press 2}”
3. **Bank Information**
 - a. **Voice:** “Say ‘Bank Information’ or {Press 3}”
4. **Check Verification**
 - a. **Voice:** “Say ‘Check Information’ or {Press 3}”
5. **Operator**
 - a. **Voice:** “Say ‘Operator’ or {Press 0}”

Please say an option now or say ‘Repeat’ to hear your choices again.

Path for Account Information (Option 1)

Checking Account Menu Logistics

1. **Voice:** “Please say ‘Checking’ or Press 1.”
2. **Voice:** “Please enter your checking account number.”
3. **Voice:** “Please enter your PIN #. If you are a first time user, please {Press *}.”
 - a. Please enter the last four digits of your SSN or tax ID number
4. **Voice:** “Your balance is [Balance].”
5. **Voice:** “Account Menu”
6. **Voice:** “Say ‘Withdrawals’ or {Press 1}”
 - a. **Voice:** “While listening to transactions, you may say ‘Previous’, ‘Repeat’ or ‘Next’ or {Press 7, 8 or 9}. Say ‘Cancel’ or {Press *} key when finished.”
7. **Voice:** “Say ‘Deposits’ or {Press 2}”
 - a. You may say ‘Previous’, ‘Repeat’ or ‘Next’ or {Press 7, 8 or 9}. Say ‘Cancel’ or {Press *} key when page finished.

8. **Voice:** "Say Future Transactions' for transactions that will be posted to your account on a future business date or {Press 3}"
 - a. You may say 'Previous', 'Repeat' or 'Next' or {Press 7, 8 or 9}. Say 'Cancel' or {Press *} key when page finished.
9. **Voice:** "Say 'Funds Transfer' or {Press 4}"
 - a. **Voice:** "You have [Balance] available for transfer."
 - b. **Voice:** "What type of account do you wish to transfer funds to?"
 - c. **Voice:** "Say 'Checking' or 'Saving' or {Press 1}"
 - d. **Voice:** "Say 'Loan' or {Press 2}"
 - e. **Voice:** "Please say an option now or say 'Repeat' to hear your choices again."
10. **Voice:** "Say 'Find Transactions' or {Press 5}"
 - a. **Voice:** "What would you like to search for?"
 - b. **Voice:** "Say 'Search by Check Number' or {Press 1}"
 - a. **Voice:** Enter the Check Number
 - c. **Voice:** "Say 'Search Withdrawal by Amount' or {Press 2}"
 - a. **Voice:** Enter the amount of the withdrawal. You may say the amount or if using touch-tone, enter the dollars, followed by the star key, followed by cents.
 - b. **Voice:** "While listening to transactions, you may say 'Previous', 'Repeat' or 'Next' or {Press 7, 8 or 9}. Say 'Cancel' or {Press *} key when finished."
 - d. **Voice:** "Say 'Search Deposit by Amount' or {Press 3}"
 - a. **Voice:** Enter the amount of the deposit. You may say the amount or if using touch-tone, enter the dollars, followed by the star key, followed by cents.
 - b. **Voice:** "While listening to transactions, you may say 'Previous', 'Repeat' or 'Next' or {Press 7, 8 or 9}. Say 'Cancel' or {Press *} key when finished."
11. **Voice:** "Say 'More Options' or {Press 6}"
 - a. **Voice:** "Additional Options Menu"
 - b. **Voice:** "Say 'Balance' or {Press 1}"
 - i. **Voice:** "Your balance is [Balance]."
 - c. **Voice:** "Say 'Interest' or {Press 2}"
 - i. Your Interest Rate is [Interest Rate]
 - ii. Your Interest Year to Date is [Interest YTD]
 - iii. Your Interest Last Year was [Interest Previous Year]
 - d. **Voice:** "Say 'Change PIN' or {Press 3}"
 - i. **Voice:** You will now need to select a security code to use from now on. Please enter your PIN number.
 - ii. **Voice:** Your personal identification number has been successfully changed.

e. **Voice:** "Say 'Operator' or {Press 0}"

12. **Voice:** "Say 'Operator' or {Press 0}"

Savings Account Menu Logistics

13. **Voice:** "Please say 'Savings' or Press 2.

14. **Voice:** "Please enter your savings account number."

15. **Voice:** "Please enter your PIN #. If you are a first time user, please {Press *}."

a. Please enter the last four digits of your SSN or tax ID number

16. **Voice:** "Your balance is [Balance]."

17. **Voice:** "Account Menu"

18. **Voice:** "Say 'Withdrawals' or {Press 1}"

a. **Voice:** "While listening to transactions, you may say 'Previous', 'Repeat' or 'Next' or {Press 7, 8 or 9}. Say 'Cancel' or {Press *} key when finished."

19. **Voice:** "Say 'Deposits' or {Press 2}"

a. You may say 'Previous', 'Repeat' or 'Next' or {Press 7, 8 or 9}. Say 'Cancel' or {Press *} key when finished.

20. **Voice:** "Say 'Funds Transfer' or {Press 3}"

a. **Voice:** "You have [Balance] available for transfer."

b. **Voice:** "What type of account do you wish to transfer funds to?"

c. **Voice:** "Say 'Checking' or 'Saving' or {Press 1}"

d. **Voice:** "Say 'Loan' or {Press 2}"

e. **Voice:** "Please say an option now or say 'Repeat' to hear your choices again."

21. **Voice:** "Say 'Find Transactions' or {Press 4}"

e. **Voice:** "What would you like to search for?"

f. **Voice:** "Say 'Search by Check Number' or {Press 1}"

a. **Voice:** Enter the Check Number

g. **Voice:** "Say 'Search Withdrawal by Amount' or {Press 2}"

a. **Voice:** Enter the amount of the withdrawal. You may say the amount or if using touch-tone, enter the dollars, followed by the star key, followed by cents.

b. **Voice:** "While listening to transactions, you may say 'Previous', 'Repeat' or 'Next' or {Press 7, 8 or 9}. Say 'Cancel' or {Press *} key when finished."

h. **Voice:** "Say 'Search Deposit by Amount' or {Press 3}"

- a. **Voice:** Enter the amount of the deposit. You may say the amount or if using touch-tone, enter the dollars, followed by the star key, followed by cents.
 - b. **Voice:** “While listening to transactions, you may say ‘Previous’, ‘Repeat’ or ‘Next’ or {Press 7, 8 or 9}. Say ‘Cancel’ or {Press *} key when finished.”
22. **Voice:** “Say ‘More Options’ or {Press 5}”
- a. **Voice:** “Additional Options Menu”
 - b. **Voice:** “Say ‘Balance’ or {Press 1}”
 - i. **Voice:** “Your balance is [Balance].”
 - c. **Voice:** “Say ‘Interest’ or {Press 2}”
 - i. Your Interest Rate is [Interest Rate]
 - ii. Your Interest Year to Date is [Interest YTD]
 - iii. Your Interest Last Year was [Interest Previous Year]
 - d. **Voice:** “Say ‘Change PIN’ or {Press 3}”
 - i. **Voice:** You will now need to select a security code to use from now on. Please enter your PIN number.
 - ii. **Voice:** Your personal identification number has been successfully changed.
 - e. **Voice:** “Say ‘Operator’ or {Press 0}”
23. **Voice:** “Say ‘Operator’ or {Press 0}”

CD/IRA Menu Logistics

1. **Voice:** “Please enter your CD Account Number or please enter your IRA Account Number.”
2. **Voice:** “Please enter your PIN #. If you are a first time user, please {Press *}.”
3. **Voice:** “Your balance is [Balance].”
4. **Voice:** “CD Account Menu”
 - a. **Voice:** “Say ‘Balance’ or {Press 1}”
 - i. **Voice:** “Your balance is [Balance] your maturity date is [Maturity Date]”
 - b. **Voice:** “Say ‘Interest’ or {Press 2}”
 - i. Your Interest Rate is [Interest Rate]
 - ii. Your Interest Year to Date is [Interest YTD]
 - iii. Your Interest Last Year was [Interest Previous Year]
 - iv. Your last Interest Payment was [Last Interest Payment]
 - c. **Voice:** “Say ‘Change PIN’ or {Press 3}”

- i. **Voice:** You will now need to select a security code to use from now on. Please enter your PIN number.
 - ii. Your personal identification number has been successfully changed.
 - d. **Voice:** "Say 'Operator' or {Press 0}"
 - a. **Voice:** You will now need to select a security code to use from now on. Please enter your PIN number.
 - b. **Voice:** Your personal identification number has been successfully changed.
- 2. **Voice:** "Say 'CD' or 'IRA' or {Press 3}"
 - a. **Voice:** "Please enter your CD Account number."
 - b. **Voice:** "Please enter your PIN #. If you are a first time user, please {Press *}."
 - c. **Voice:** You will now need to select a security code to use from now on. Please enter your PIN number.
 - d. **Voice:** Your personal identification number has been successfully changed.
- 3. **Voice:** "Say 'Loan' or {Press 4}"
 - a. **Voice:** "Please enter your Loan Number."
 - b. **Voice:** "Please enter your PIN #. If you are a first time user, please {Press *}."
 - c. **Voice:** You will now need to select a security code to use from now on. Please enter your PIN number.
 - d. **Voice:** Your personal identification number has been successfully changed.
- 4. **Voice:** "Please say an option now or say 'Repeat' to hear your choices again."
- 5. Main Menu > If no option is taken.

Loan Menu Logistics

- 1. **Voice:** "Please enter your Loan Number."
- 2. **Voice:** "Please enter your PIN #. If you are a first time user, please {Press *}."
- 3. **Voice:** "Your balance is [Balance] with an available credit of [Available Credit]."
- 4. **Voice:** "Loan Account Menu"
- 5. **Voice:** "Say 'Advances' or {Press 1}"
 - a. **Voice:** "While listening to transactions, you may say 'Previous', 'Repeat' or 'Next' or {Press 7, 8 or 9}. Say 'Cancel' or {Press *} key when finished."
- 6. **Voice:** "Say 'Payments' or {Press 2}"
 - a. You may say 'Previous', 'Repeat' or 'Next' or {Press 7, 8 or 9}. Say 'Cancel' or {Press *} key when finished.
- 7. **Voice:** "Say 'More Options' or {Press 5}"
 - a. **Voice:** "Additional Options Menu"
 - b. **Voice:** "Say 'Balance' or {Press 1}"

- i. **Voice:** “Your balance is [Balance] with an available credit of [Available Credit]”
 - c. **Voice:** “Say ‘Interest’ or {Press 2}”
 - i. Your Interest Rate is [Interest Rate]
 - ii. Your Interest Year to Date is [Interest YTD]
 - iii. Your Interest Last Year was [Interest Previous Year]
 - d. **Voice:** “Say ‘Change PIN’ or {Press 3}”
 - i. **Voice:** You will now need to select a security code to use from now on. Please enter your PIN number.
 - ii. Your personal identification number has been successfully changed.
 - e. **Voice:** “Say ‘Operator’ or {Press 0}”
- 8. **Voice:** “Say ‘Operator’ or {Press 0}”

Path for Funds Transfer (Option 2)

Funds Transfer Menu Logistics

- 1. **Voice:** “What type of account do you wish to transfer funds from?”
 - a. **Voice:** “Say ‘Checking’ or ‘Savings’ or {Press 1}”
 - i. **Voice:** “Say or {Press 1} for Account {Acct Number}”
 - ii. **Voice:** “Say or {Press 2} for Account {Acct Number}”
 - iii. Etc, etc, etc.
 - b. **Voice:** “Please say an option now or say ‘Repeat’ to hear your choices again.”

Path for Bank Information (Option 3)

Bank Information

- 1. **Voice:** “Bank information overview playback...”
- 2. **Voice:** “Press 0 to speak with a customer service representative.”
- 3. Main Menu > If no option is taken.

Path for Operator (Option 4)

Operator Logistics

1. **Voice:** "Please hold while you are transferred"
2. Clicks, pause {[Extension 1820](#)}
3. Forwards to Customer Service (Internal Transfer)