



# **WELLS BANK**

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## *of Platte City*

Your Guide to our  
24 Hour Banking Service  
1-888-93-WELLS  
1-888-939-3557

### **First-Time User Guide**

Call or stop by Wells Bank and re-quest a temporary PIN for the 24 Hour Banking Service from one of our Customer Service Representatives.

1. Call 1-888-939-3557 to Connect to your accounts by phone.
2. Change your temporary PIN
  - Select Accounts Menu (#1)
  - Select Account Type
  - Enter your account number, followed by the # key.
  - Enter your temporary PIN, followed by the # key.
  - Enter your last 4-digits of your social security number, followed by the # key.
  - Enter your new PIN
  - Enter your new PIN again

After you have successfully changed your PIN, you are now ready to use our 24 Hour Banking Service.

### **Telephone Banking Menu Guide**

#### **MAIN MENU**

\* Repeat Menu    # Hang Up/Terminate Call    ***(Valid for all menus)***

1. Accounts Menu
2. Funds Transfer
3. Interest Rates
4. Bank Information
5. Stop Payment
6. Change PIN
7. Lost ATM/Debit Card

## **ACCOUNTS MENU**

### **1. Checking/Money Market Info. Submenu**

1. Repeat Balance
2. All Transactions
3. Checks & other Debits on Account
4. Deposits & other Credits on Account
5. Current Day Memo-Post Transactions
6. Interest Information
7. Search for check by Check Number
8. Search for check by Dollar Amount

### **2. Savings Account Information Submenu**

1. Repeat Balance
2. All Transactions
3. Withdrawals & other Debits on Account
4. Deposits & other Credits on Account
5. Current Day Memo-Post Transactions
6. Interest Information

### **3. Loan Account Information Submenu**

1. Repeat Balance
2. Accrued Interest
3. Last Payment Information
4. Next Payment Information
5. Payoff Balance

### **4. CD/IRA Account Info. Submenu**

1. Repeat Balance
2. Maturity Date
3. Last Interest Information
4. Year-to-Date Interest