



BCT

24-Hour Telephone Banking



1-877-557-2424

Quick Reference Guide

In early July 2020, our Telephone Banking system was upgraded with new enhanced features. Please listen carefully when you call as the menu options will have changed.

Our new Telephone Banking system will make managing your finances easier and more convenient. Check the balances and history on all of your accounts, schedule loan payments or funds transfers, place stop payments, activate or deactivate your debit card, and more!

Our Telephone Banking system's default is Touch Tone. Press 2 to use Voice Recognition.

Quick Tips

- Main Menu – 3*
- Previous Menu – *
- Repeat an Option – #
- Enter a Different Account Number – 9*
- Hang Up – 7*

MENU OPTIONS

Press Or Say	Press Or Say
<p>1 Account Balance For balance information on checking, savings, CD or IRA, loan, and Christmas Club accounts.</p>	<p>5 Stop Payment To stop a check payment or inquire about an existing stop payment.</p>
<p>2 Account History For transaction history on checking, savings, CD or IRA, loan, and Christmas Club accounts.</p>	<p>6 Change PIN To change your current Telephone Banking PIN.</p>
<p>3 Funds Transfer To transfer funds immediately or schedule a transfer, make an immediate or scheduled loan payment, or listen to or delete existing scheduled transfers.</p>	<p>7 Future Dated Transactions For the amount of a pending ACH deposit or scheduled Telephone Banking transfer and the date it will post.</p>
<p>4 Card Services To deactivate or reorder BCT Debit Card.</p>	<p>8 Account Summary To request a snapshot statement to be e-mailed to the address on file.</p>