

Starting on  
**5/4/2016**

our telephone banking system will be updated.

We will also be upgrading the FAX feature to E-Mail, so we **MUST** have a valid E-Mail address on file.



**TeleBANC**  
410-742-0411  
866-991-2262

## Global Commands

TeleBANC has global commands that can be invoked from almost anywhere within the telephone banking system. Here is a list of these commands:

PURPOSE	PRESS	VERBAL COMMAND
Go to Main Menu	<b>3*</b>	Main Menu
Change currently authenticated customer	<b>9*</b>	Change Account    Change Account Number
Go to customer service	<b>0</b>	Agent    Operator    Customer Service Customer Service Representative
Return to previous menu	<b>*</b>	Go Back    Back
Repeat <small>(Unavailable within list where caller is expected to select an option.)</small>	<b>3*</b>	Repeat    Repeat That
Hear a list of global commands	<b>1*</b>	Help
Switch between Voice Recognition and Touch-tone	<b>8*</b>	Touch-tone
Hang up	<b>7*</b>	Hang up    Goodbye

## LIST (NAV) Commands

Five commands are reserved for use within navigation lists meaning they are only globally available while the caller is within a list. Notice the # key is used differently within a list than on menus.

PURPOSE	PRESS	VERBAL COMMAND
NEXT ITEM in list	<b>1</b>	Next
PREVIOUS ITEM in list	<b>2</b>	Previous
SELECT (item from list)	<b>#</b>	(voice requires a "yes" or "no" response)
FIRST ITEM in list	<b>3</b>	First
LAST ITEM in list	<b>4</b>	Last