

What is First Access - Telephone Banking?

- 24-hour banking by phone
- Access your accounts by telephone using your personal identification number (PIN), touchtone phone and account numbers to:
 - Hear account information about your Checking, Savings, Line of Credit, Loans, CDs, Money Market accounts
 - Transfer funds between these accounts
 - Get balance information
 - Get withdrawal, deposit and transaction history
 - Make a loan payment

Have you downloaded the First State Bank Mobile App?

Search fsbwc from your Android or Apple device to download the app and start banking from anywhere at any time from the palm of your hand!



Try free on-line banking at
www.fsbwc.com
and get information 24/7 about...

Checking, Savings, CDs, Loans

- Check balances
- Check cleared transactions
- Transfer money between accounts
- Reconcile accounts at any time
- Pay bills electronically

First State Bank

WEBSTER CITY

505 Second Street
515-832-2520

STANHOPE

600 Park Street
515-826-3222

CLARION

714 Central Ave E
515-532-2210

EAGLE GROVE

323 S Commercial Ave
515-448-4567

FORT DODGE

3031 5th Ave South
515-573-5150

HUMBOLDT

605 13th Street N.
515-604-6420

JEWELL

548 Main St.
515-827-6120



First for you!

First Access



Telephone Banking:

515-832-4860 or 1-888-372-4880

How do I use First Access - Telephone Banking?

- Using a touchtone phone, dial 515-832-4860 or 1-888-372-4880
- Make a selection from the Main Menu, followed by the # sign:

Main Menu

Option...Description

- 1 Account Information
- Enter account number followed by the # sign
- If you do not know your personal ID #, contact a personal banker at any of our six locations to obtain this information*
- Enter 1 for checking or money market, enter 2 for savings, enter 3 for CD's, enter 4 for loans, enter 9 to return to previous menu
 - Enter personal ID number followed by the # sign
 - Enter account number followed by the # sign
- 2 To report a lost or stolen ATM or Debit Card
- 3 For website information
- 4 For locations and business hours
- 9 To end call
- 0 Customer Service

Checking or Money Market

- 1 Current balance and last deposit
- 2 To review transactions
- 1 Most recent checks
 - 2 Most recent deposits
 - 3 For all transactions posted to your account
 - 5 For pending transactions that will post as of the current business date
 - 6 To see if a specific check has cleared
 - 9 To return to the checking menu
- 3 To transfer funds
- 4 To make a payment
- 5 For other checking account functions
- 9 To inquire into other accounts or to change your personal ID number

Savings

- 1 Current balance and last deposit
- 2 To review transactions
- 1 Most recent withdrawal
 - 2 Most recent deposits
 - 3 For all transactions posted to your account
 - 5 For pending transactions that will post as of the current business date
 - 9 To return to the savings menu
- 3 To transfer funds
- 4 To make a payment
- 5 For interest information
- 9 To inquire into other account or to change your personal ID number

Loans

- 1 For current balance and loan payment information
- 2 For most recent transactions
- 3 For interest information
- 4 To transfer funds
- 5 For loan payoff information
- 9 To inquire into other account or to change your personal ID number

Certificate of Deposit

- 1 Current balance
- 2 Recent transactions
- 3 Interest information
- 9 Inquiry into other accounts or change personal ID number

