

# Voice Banking

**CALL**  
**TOLL FREE (800)-988-4844**  
**OR**  
**LOCAL (319) 278-4844**

- Be prepared to verify and/or enter the Login Information below when accessing Voice Banking.

## INFORMATION REQUIRED

- USER ID
- CHALLENGE QUESTION(S)
- PERSONALIZED MESSAGE
- VOICE BANKING PIN CODE

## Access to Accounts 24/7

- Check balances
- Review recent transactions
- Transfer between accounts
- Make a loan payment
- Set up account alerts

## Benefits

- Available anywhere in the world
- Use any touch tone phone – No smartphone required
- Quick and easy
- FREE

## Up-to-Date Security

- Multi-Layer Authentication
- No Social Security Numbers or Combinations Used

# Enrollment

**To Enroll:** Please contact Iowa State Bank by calling or emailing your local office to request a User ID and default PIN code.

Clarksville, Iowa 50619

Phone (319) 278-4761

E-mail: [isbc@iowastatebank.com](mailto:isbc@iowastatebank.com)

Kesley, Iowa 50649

Phone (319) 347-6671

E-Mail: [isbk@iowastatebank.com](mailto:isbk@iowastatebank.com)

Parkersburg, Iowa 50665

Phone (319) 346-1226

E-Mail: [isbp@iowastatebank.com](mailto:isbp@iowastatebank.com)

## Enrollment Steps

1. Press \* to Begin Enrollment
2. Enter the USER ID provided:  
\_\_\_\_\_
3. Enter the default PIN #  
provided: \_\_\_\_\_
4. Register Phone Numbers
5. Select 3 Challenge Questions
6. Select a Personalized Message
7. Select a new PIN Code

# VOICE BANKING

## MAIN MENU

Press 1 – Balances or  
Transaction History

Press 2 – Transfers and Loan  
Payments

Press 4 – Alerts

Press 5 – More Options



# VOICE BANKING

## 24 HOUR AUTOMATED TELEPHONE SERVICE

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