



*Bank of Clarke County's
24 Hour Customer Service*

To use **EAGLE 24**, simply call one of the following numbers 24 hours a day:

***Locally (540) 955-3710 or
1 (888) 378-1881 toll free***

Before calling **EAGLE 24**, make sure you have your account number ready. Also, have your Personal Identification Number (PIN) available. The very first time you call for information on a particular account, your PIN will be the last 4 digits of your Social Security number. You will then be instructed to change your PIN to a new 4 digit number that only you know. You have the option of changing your PIN as often as you like, but please remember that the Bank will not have a record of what your number is.

Also, if you have multiple accounts with us, you have the option of using the same PIN for all your accounts, or choosing different PIN numbers for different accounts. The choice is yours.

***FLIP OVER FOR
INSTRUCTIONS ON
HOW TO USE EAGLE 24***

BANK OF CLARKE COUNTY

EAGLE24 Instructions

MAIN MENU

1. ACCOUNT INFORMATION - Press 1 or say Account Information

1. Press 1 or say **CHECKING**

1. Press 1 or say **Withdrawal**
2. Press 2 or say **Deposit**
3. Press 3 or say **Funds Transfer**
4. Press 4 or say **Find Transaction**
 1. Press 1 or say **Search by Check #**
 2. Press 2 or say **Search Withdrawal by Amount**
 3. Press 3 or say **Search Deposit by Amount**
5. Press 5 or say **More Options**
 1. Press 1 or say **Fax**
 2. Press 2 or say **Balance**
 3. Press 3 or say **Interest**
 4. Press 4 or say **Stop Payment**
 5. Press 5 or say **Check Reorder**
 6. Press 6 or say **Change PIN**

2. Press 2 or say **SAVINGS**

1. Press 1 or say **Withdrawal**
2. Press 2 or say **Deposit**
3. Press 3 or say **Funds Transfer**
4. Press 4 or say **Find Transaction**
 1. Press 1 or say **Search Withdrawal by Amt**
 2. Press 2 or say **Search Deposit by Amt**
5. Press 5 or say **More Options**
 1. Press 1 or say **Fax**
 2. Press 2 or say **Balance**
 3. Press 3 or say **Interest**
 4. Press 4 or say **Change PIN**

3. Press 3 or say **CD**

1. Press 1 or say **Fax**
2. Press 2 or say **Balance**
3. Press 3 or say **Interest**
4. Press 4 or say **Change PIN**

4. Press 4 or say **IRA**

1. Press 1 or say **Fax**
2. Press 2 or say **Balance**
3. Press 3 or say **Interest**
4. Press 4 or say **Change PIN**

5. Press 5 or say **LOAN**

1. Press 1 or say **Advances**
2. Press 2 or say **Payments**
3. Press 3 or say **Find Transaction**
 1. Press 1 or say **Search Advances by Amt**
 2. Press 2 or say **Search Payments by Amt**
4. Press 4 or say **More Options**
 1. Press 1 or say **Fax**
 2. Press 2 or say **Balance**
 3. Press 3 or say **Interest**
 4. Press 4 or say **Change PIN**

2. FUNDS TRANSFER

3. MORE OPTIONS

1. Press 1 or say **Account Rates**
2. Press 2 or say **Stop Payments**
3. Press 3 or say **Check Reorder**

Press * or say **CANCEL** to return to previous menu

Press # or say **MAIN MENU** to return to main menu

Say **CUSTOMER SERVICE** to be connected to bank switchboard

Say **GOODBYE** and call will end