

CSB - Telephone Banking (NEW)

(855) 411-myCSB

(855) 411-6927

Telephone Banking is CSB's Interactive Voice Response (IVR) System that gives you instant access to your account information with a single phone call.

Menu Structure:

1. Deposit Account Information
2. Funds Transfer
3. Loan & Line of Credit Information
4. Change your PIN number
5. Report Lost or Stolen Card
6. Branch Information
7. Verify Funds in an Account
0. Speak to a Customer Service Representative

1. DEPOSIT ACCOUNT MENU

1. CHECKING	2. SAVINGS	3. TIME DEPOSIT
LAST 4 of ACCOUNT #	LAST 4 of ACCOUNT #	LAST 4 of ACCOUNT #
Choose from following menu: 1. Repeat Information 2. Get Account Activity 3. Verify a Single Check 4. Other Options (Interest/Stop Pay)	Choose from following menu: 1. Repeat Information 2. Get Account Activity 3. Interest Information	Choose from following menu: 1. Repeat Information
Within any menu going forward 0 – To Speak to a Customer Service Representative • – Return to the Previous Menu 8 – Return to the Main Menu 9 – To End the Call		



2. TRANSFER FUNDS

1. BETWEEN DEPOSIT ACCTS	2. MAKE A LOAN PAYMENT
LAST 4 of ACCOUNT #	LAST 4 of ACCOUNT #
Choose from following menu: 1. From Your Checking Account Enter Account Number - # 1. To a Checking Account Enter Account Number - # 2. To a Savings Account Enter Account Number - # Enter Amount (Dollars & Cents) - # 1. To Confirm 2. To Otherwise 2. From Your Savings Account 1. To a Checking Account Enter Account Number - # 2. To a Savings Account Enter Account Number - # Enter Amount (Dollars & Cents) - # 1. To Confirm 2. To Otherwise	Choose from following menu: 1. From Your Checking Account Enter Checking Account Number - # Enter Loan Number - # Enter Amount (Dollars & Cents) - # 1. To Confirm 2. To Otherwise 2. From Your Savings Account Enter Checking Account Number - # Enter Loan Number - # Enter Amount (Dollars & Cents) - # 1. To Confirm 2. To Otherwise

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3. LOAN & LINE OF CREDIT INFORMATION

LAST 4 of ACCOUNT #
Choose from following menu: 1. Repeat Balance Information 2. Payment Information 3. Payoff Information 4. Interest Information 5. Make a Payment to this Account

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4. CHANGE PIN NUMBER

Enter your New PIN Number - #

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5. REPORT A LOST OR STOLEN CARD

Choose from following menu: 1. To report a Lost or Stolen Debit MasterCard or ATM Card (800-523-4175) 2. To report a Lost or Stolen CSB VISA Credit Card (800-637-7567)

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6. BRANCH INFORMATION

DownTown Office	734-475-4200
Plaza Office	734-475-1355
Dexter Banking Center	734-426-6000

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7. TO VERIFY FUNDS IN AN ACCOUNT

Enter the Account number - # Enter the Amount in Dollars and Cents - # 1. To Confirm the Amount Entered 2. Otherwise
