

F&M BANK

BankLine

Quick Reference Guide



During March 2021, the BankLine service will be updated with new features including speech recognition and so much more!

While access to your account information is important to us, your security remains a top priority. If you're new to BankLine, the system will require you to create a Personal Identification Number (PIN) for all account access. All existing PIN's will remain the same.

Call any BankLine phone number listed below and gain access to your account 24/7, or you may speak with a Customer Service Representative, M-F 8:00 am - 6:00 pm, PT. English and Spanish languages supported. Have your account number and PIN available when placing your call to BankLine.

BANKLINE TELEPHONE NUMBERS

Concord 925-771-3700	Lodi 209-367-2300	Riverbank 209-571-4000
Elk Grove 916-394-3200	Manteca 209-337-6000	Sacramento 916-394-3200
Galt 209-367-2300	Merced 209-626-4100	Stockton 209-475-1128
Hilmar 209-664-5400	Modesto 209-571-4000	Turlock 209-664-5400
Linden 209-887-3394	Napa 707-757-8500	Walnut Creek 925-627-5500
Lockeford 209-210-6500	Rio Vista 707-947-7900	Walnut Grove 916-309-4220

QUICK TIPS

Speech Recognition – Press 8*

Help Menu – Press 1*

Main Menu – Press 3*

Previous Menu – Press *

Skip – Press 5 *

Repeat an Option – Press #

Hang Up – Press 7*

Customer Service Representative – Press 0

MENU OPTIONS: PRESS OR SAY...

- 1 Account Balance**
- 2 Account History¹**
 1. All transactions
 2. Deposits
 3. Withdrawals
 4. ATM Transactions
 5. Cleared Checks
 6. Amount
 7. Check #
 8. Date
- 3 Hear Future Dated ACH Transactions¹**
 1. Details future posting(s) to account
- 4 Transfer Funds or Make a Loan Payment¹**
 1. Immediate Transfers
 2. Schedule Payments
 3. Payments
 4. Existing Scheduled Transfers
- 5 Debit, ATM & Credit Card Services**
 1. Activate a debit card
 2. Deactivate or report a debit card lost or stolen
 3. Credit Cards
- 6 Stop Payments¹**
 1. Stop payment on checks
 2. Stop payment on check range
 3. Stop payment on payment query
- 7 Bank Information**
 1. For general information about locations & hours
- 8 Merchant Services**
 1. Merchant Card Services
 2. Merchant Check Verification
- 9 More Options**
 1. Change your PIN
 2. Order or Reorder Checks

¹ All options may not apply based on account types