

# **GFA's Upgraded Automated Telephone Banking System**

## **Accessing your Account History**

Our new Telephone Banking System has the same features as the previous version, however it requires different steps to get the information you are looking for.

To hear your specific account history (checks cleared, point of sale transactions, withdrawals, etc), you will need to use the account access menu (select #1 from the main menu).

From the account access menu you will need to take the following steps:

1. Choose #1 to inquire on an account.
2. Choose #1 to inquire on a checking or savings account.
3. Select which account you want further information on (all of your accounts will be listed).
4. You will then be given the balance information on the account you select.
5. After the balance information is provided, you will be asked to choose:
  - #1 to repeat balance information
  - #2 to receive transaction history
  - #3 to hear the last checks paid
  - #4 for specific check inquiry
  - #5 for interest information
6. Choosing #2 to receive transaction information, you will be then asked to choose:
  - #1 for this month's history
  - #2 for last month's history
  - (#3, #4, #5 and so on, for months prior to last month.)
7. Having selected the month, the following options will now be available, choose:
  - #1 for all transactions
  - #2 for deposits
  - #3 for withdrawals
  - #4 for ATM/Debit transactions