



## Call Tree - Main Menu

### Main Menu Options:

- 1 Deposit account information menu
- 2 To transfer funds between accounts or to make a payment
- 3 Loan account information menu
- 4 To change your personal identification number
- 5 For debit card services:
  - 1 To report a lost or stolen MasterCard Debit Card
  - 2 For debit card activation or card PIN change
  - 9 To return to the main menu
  - 0 To speak to a customer service representative
- 6 For rates and general information
  - 1 For rate information
  - 2 For general information
  - 9 To return to the main menu
  - 0 To speak to a customer service representative
- 7 For VISA credit card information
- 0 To speak to a customer service representative

For main menu options requiring authentication:

- Enter SSN or Tax ID
- Enter 4-digit PIN

For faster service, dial the number next to the service you need.

*(You will be transferred to SBSI)*

*(You will be transferred to FIS Card Services)*

*(You will be transferred to SBSI)*

*(You will be transferred to SBSI)*

*(You will be transferred to TCM Bank)*

*(You will be transferred to SBSI)*

**For a more detailed guide on each main menu option, please refer to their individual call tree sheets.**

**If you have any questions or concerns, call: (888) 722-6243**



## Call Tree - ① Deposit Account Information Menu

### Deposit Account Information Menu Options:

#### ① For checking account information

- ① To repeat balance information
- ② To transfer funds between accounts or make a payment
- ③ For transaction activity
  - ① For the last 10 debits and non-check withdrawals
  - ② For the last 10 deposits and credits
  - ③ For both debits and credits
  - ⑧ To return to the previous menu
  - ⑨ To return to the main menu
  - ① To speak to a customer service representative *(You will be transferred to SBSI)*

#### ④ To search for a specific transaction

- ① For an inquiry on a specific check
- ② For the last 10 deposits and credits
- ⑧ To return to previous menu
- ⑨ To return to main menu
- ① To speak to a customer service representative *(You will be transferred to SBSI)*

#### ⑤ For interest information

- ⑥ To order checks *(You will be transferred to SBSI)*
- ⑧ To return to the previous menu
- ⑨ To return to the main menu
- ① To speak to a customer service representative

**NOTICE:** To get to this menu, you must have already dialed "1" from the main menu.

For faster service, dial the number next to the service you need.



## Call Tree - ① Deposit Account Information Menu

### Deposit Account Information Menu Options:

#### ② For savings account information

① To repeat balance information

② For transaction activity

① For the last 10 withdrawals and debits

② For the last 10 deposits and credits

③ For both debits and credits

⑧ To return to the previous menu

⑨ To return to the main menu

① To speak to a customer service representative *(You will be transferred to SBSI)*

③ To search for a specific transaction

① To find a transaction by post-date

⑧ To return to the previous menu

⑨ To return to the main menu

① To speak to a customer service representative *(You will be transferred to SBSI)*

④ For interest information

⑤ To transfer funds between accounts or make a payment

⑧ To return to the previous menu

⑨ To return to the main menu

① To speak to a customer service representative *(You will be transferred to SBSI)*

**NOTICE:** To get to this menu, you must have already dialed “1” from the main menu.

For faster service, dial the number next to the service you need.



## Call Tree - ① Deposit Account Information Menu

### Deposit Account Information Menu Options:

③ For certificate of deposit account information

① To repeat balance information

② For transaction activity

① For the last 10 withdrawals and debits

② For the last 10 deposits and credits

③ For both debits and credits

⑧ To return to the previous menu

⑨ To return to the main menu

⑩ To speak to a customer service representative *(You will be transferred to SBSI)*

⑧ To return to the previous menu

⑨ To return to the main menu

⑩ To speak to a customer service representative

⑨ To return to the main menu

⑩ To speak to a customer service representative

*(You will be transferred to SBSI)*

**NOTICE:** To get to this menu, you must have already dialed “1” from the main menu.

For faster service, dial the number next to the service you need.



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**Call Tree - 2 Transfer Funds Between Accounts or Make a Payment**

**To transfer funds from:**

- 1 Checking
- 2 Savings
- 9 To return to the main menu
- 0 To speak to a customer service representative

**NOTICE:** To get to this menu, you must have already dialed “2” from the main menu.  
For faster service, dial the number next to the service you need.

*(You will be transferred to SBSI)*

**To transfer funds to:**

- 1 Checking
- 2 Savings
- 3 A loan account
  - 1 Mortgage loan
  - 2 Installment Loan
  - 3 Line of Credit
  - 4 Commercial Loan
  - 5 Some other loan account
  - 8 To return to the previous menu
  - 9 To return to the main menu
  - 0 To speak to a customer service representative

*(You will be transferred to SBSI)*

- 8 To return to the previous menu
- 9 To return to the main menu
- 0 To speak to a customer service representative

*(You will be transferred to SBSI)*

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## Call Tree - 3 For Loan Account Information

### Loan Account Information Menu Options:

#### 1 For mortgage loan account information

- 1 To repeat balance information
- 2 For payment information
- 3 For payoff information
- 4 For interest information
- 5 For escrow information
- 8 To return to the previous menu
- 9 To return to the main menu
- 0 To speak to a customer service representative

#### 2 For installment loan account information

- 1 To repeat balance information
- 2 For payment information
- 3 For payoff information
- 4 For interest information
- 8 To return to the previous menu
- 9 To return to the main menu
- 0 To speak to a customer service representative

**NOTICE:** To get to this menu, you must have already dialed "3" from the main menu.

For faster service, dial the number next to the service you need.

*(You will be transferred to SBSI)*

*(You will be transferred to SBSI)*

*(You will be transferred to SBSI)*

*(You will be transferred to SBSI)*



## Call Tree - 3 For Loan Account Information

### Loan Account Information Menu Options:

#### 3 For line of credit account information

- 1 To repeat balance information
- 2 For payment information
- 3 For interest information
- 4 For transaction activity
- 5 To search for a specific transaction
  - 1 To find a transaction by post-date
  - 8 To return to the previous menu
  - 9 To return to the main menu
  - 0 To speak to a customer service representative *(You will be transferred to SBSI)*
- 6 To transfer funds between accounts or make a payment
- 8 To return to the previous menu
- 9 To return to the main menu
- 0 To speak to a customer service representative *(You will be transferred to SBSI)*

#### 4 For commercial loans

- 1 To repeat balance information
- 2 For payment information
- 3 For payoff information *(You will be transferred to SBSI)*
- 4 For interest information
- 8 To return to the previous menu
- 9 To return to the main menu
- 0 To speak to a customer service representative *(You will be transferred to SBSI)*

**NOTICE:** To get to this menu, you must have already dialed "3" from the main menu.

For faster service, dial the number next to the service you need.



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## Call Tree - 3 For Loan Account Information

### Loan Account Information Menu Options:

- 5 For other loans
  - 1 To repeat balance information
  - 2 For payment information
  - 3 For payoff information
  - 4 For interest information
  - 8 To return to the previous menu
  - 9 To return to the main menu
  - 0 To speak to a customer service representative
- 9 To return to the main menu
- 0 To speak to a customer service representative

**NOTICE:** To get to this menu, you must have already dialed "3" from the main menu.

For faster service, dial the number next to the service you need.

*(You will be transferred to SBSI)*

*(You will be transferred to SBSI)*