

TELEPHONE BANKING

Our convenient telephone banking provides a personalized experience-- delivering each customer a unique menu option to fit their banking needs. If the phone number is recognized, telephone banking will offer a personalized greeting.

To continue in Spanish, [Press 1](#)

Press 1 To open a new account or learn more about our products

- L Deposit Account, [Press 1](#)
- L For Loans, [Press 2](#)
- L For Lines of Credit, [Press 3](#)
- L For Credit Cards, [Press 4](#)

Press 2 For your account balance, account activity, or assistance with your account

The customer's full relationship will be presented with the following options:

For your deposit account balance provided

- For more information about this account, [Press 1](#)
 - L For account activity, [Press 1](#) (see [Account Activity](#) box)
 - L For all activity, [Press 1](#)
 - For specific date or date range, [Press 1](#)
 - For specific amount or amount range, [Press 2](#)
 - L For deposits, [Press 2](#)
 - For specific date or date range, [Press 1](#)
 - For specific amount or amount range, [Press 2](#)
 - L For debits, POS, & ATM, [Press 3](#)
 - For specific date or date range, [Press 1](#)
 - For specific amount or amount range, [Press 2](#)
 - L For specific check or check range, [Press 4](#)
 - For specific check, [Press 1](#)
 - For check range, [Press 2](#)
 - L To transfer funds, [Press 2](#) (see [Funds Transfer](#) box)
 - L To place a stop payment, [Press 3](#)
 - L For Debit/ATM card assistance, [Press 4](#)
 - L For Online and Mobile Banking assistance, [Press 5](#)
 - L To dispute a transaction, report fraud, or report a lost or stolen checkbook, [Press 6](#)
 - L To change your address, [Press 7](#)
 - L To reorder checks, deposit and withdrawal slips, [Press 8](#)
 - L For customer service, [Press 0](#)

For loan accounts balance and payment summary provided

- For more information, [Press 1](#)
 - L For payment activity, [Press 1](#)
 - 3 months of activity is provided
 - For more activity, [Press 1](#)
 - L To learn more about Fulton's interest rates and available loan products, [Press 2](#)
 - L To make a payment, [Press 3](#)
 - L For a payoff, [Press 4](#)
 - L For income tax reporting or account documents, [Press 5](#)
 - L To change your address, [Press 6](#)
 - L For help with online or mobile banking, [Press 7](#)
 - L To hear your full account number and the Fulton Bank Routing Number, [Press 8](#)
 - L For customer service, [Press 0](#)

For mortgage accounts account summary provided

- For more information, [Press 1](#)
 - L For payment activity, [Press 1](#)
 - L For escrow information, [Press 2](#)
 - L To make a payment, [Press 3](#)
 - L For a payoff, [Press 4](#)
 - L For income tax reporting or account documents, [Press 5](#)
 - L To change your address, [Press 6](#)
 - L For help with online or mobile banking, [Press 7](#)
 - L To hear your full account number and the Fulton Banking Routing Number, [Press 8](#)

Press 3 For assistance with your Debit card or ATM card

Do you need to report or debit or ATM card as lost or stolen?

- L [Press 1](#) for Yes
- L [Press 2](#) for No

Tell us how we can help?

- L If your card isn't working, [Press 1](#)
- L If your planning to travel, [Press 2](#)
- L To dispute a transaction, [Press 3](#)
- L To order a new or replacement card, [Press 4](#)
- L To activate a new card, [Press 5](#)
- L For Relationship Rewards, [Press 6](#)

Press 4 For assistance with online or mobile banking

- L For Personal Online Banking or Mobile Banking, [Press 1](#)
 - L For a password reset or log-in assistance, [Press 1](#)
 - L For assistance with bill pay, [Press 2](#)
 - L For assistance with Zelle, [Press 3](#)
 - L For assistance with mobile deposit, [Press 4](#)
 - L For assistance with enrollment, [Press 5](#)
 - L For assistance transferring funds, [Press 6](#)
 - L For assistance with MX money management, [Press 7](#)
- L For Small Business Online or Mobile Banking, [Press 2](#)
 - L For a password reset or log-in assistance, [Press 1](#)
 - L For assistance with bill pay, [Press 2](#)
 - L For assistance with ACH, [Press 3](#)
 - L For assistance with mobile deposit, [Press 4](#)
 - L For assistance with Wires, [Press 5](#)
 - L For assistance with enrollment, [Press 6](#)
 - L For assistance transferring funds, [Press 7](#)
- L For BOSS Business Online Banking, [Press 3](#)
 - L For a password reset or log-in assistance, [Press 1](#)
 - L For assistance with bill pay, [Press 2](#)
 - L For assistance with ACH, [Press 3](#)
 - L For assistance with Wires, [Press 4](#)
 - L For assistance with enrollment, [Press 5](#)
 - L For assistance transferring funds, [Press 6](#)

Press 5 For branch and ATM hours and locations

- L To hear a branch location, [Press 1](#)
- L To hear an ATM location, [Press 2](#)

Press 6 For assistance with your credit card

Caller is transferred to Elan Card Member Services

Press 7 If you are a third party in need of a loan payoff

Press 0 For all other calls

- L For new account inquiries or interest rates, [Press 1](#)
- L For branch and ATM locations, [Press 2](#)
- L For Customer Service, [Press 0](#)
- L For Deposit Accounts, [Press 1](#)
- L For certificates of deposit or individual retirement accounts, [Press 2](#)
- L For Mortgage, [Press 3](#)
- L For Loans, [Press 4](#)
- L For Debit Card or ATM Card, [Press 5](#)
- L For Online or Mobile Banking, [Press 6](#)
- L For Credit Cards, [Press 7](#)
- L For assistance with our Privacy Policy, [Press 8](#)
- L If none of these apply, [Press 0](#)
 - L Transfers to Customer Care

Account Activity

To enter a date or date range:

- For a single date, please enter as MMDDYY#
- For a date range, please enter the starting date, press *, then enter the ending date and press # (Example: MMDDYY*MMDDYY#)

To enter an amount or amount range:

All amounts should be entered as dollars and cents (Example: \$1 is entered as 100#)

- For a single amount, please enter as xxxx#
- For an amount range, please enter the starting amount, press *, then enter the ending amount and press # (Example: a range of \$1 to \$10 would be entered as 100*1000#)

To enter a check number or check range:

- For a single check, please enter the check number and then press #
- For a check range, enter the starting check number, press *, then enter the ending check number and press #

Funds Transfer

When entering the funds transfer menu, please select transfer from account:

- To transfer from selected account, [Press 1](#)
- To transfer from another account, enter the last 4 digits of the account number
- To hear a list of accounts, [Press 2](#)

Then select transfer to account:

- Enter the last 4 of the account you wish to transfer to
- To hear a listing of accounts, [Press 1](#)

Enter amount:

- For \$1, enter 100 #

Enter transfer date:

- To process immediately, [Press 1](#)
- To transfer a future date, enter the date as MMDD (Example: July 7th is entered as 0707)

Fulton Bank

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