## BANK OF OKLAHOMA EXPRESSBANK

Tulsa Area 918.588.6010

Oklahoma City Area 405.272.2548

Outside These Areas 800.234.6181

## (1) ACCESS CURRENT ACCOUNT

Checking/Savings Account
(1) Account Activity

- 1 Hear Your Balance
- 2 Posted Transactions
$\rightarrow 3$ Pending Transactions
- 4 Report Fraud or Unauthorized Activity
$\rightarrow 5$ Access a Different Account
-     * Repeat Options
$\rightarrow 0$ Speak to an ExpressBanker
Lo \# Return to the Previous Menu
- 2 Transfer Funds
- 3 Online Banking
- 4 Debit Cards

5 To Access a Different Account
(6) More Options
$\rightarrow 1$ Interest Information
$\rightarrow 2$ Re-Order Checks

- 3 Reset IVR Access Code
$\rightarrow 4$ Open New Account / Apply For loan
$\rightarrow 5$ Access a Different Account
$\rightarrow$ * Repeat Options
$\rightarrow 0$ Speak to an ExpressBanker
- \# Return to the Previous Menu
-     * Repeat Options
- 0 Speak to an ExpressBanker
- \# Return to the Previous Menu
(2) OPEN AN ACCOUNT OR APPLY FOR A LOAN

1 Open a new Account
-2 Apply for a Loan
-3 Status of Loan Application
-4 Rates
$\rightarrow 5$ Inquire About a Credit Card

- 6 For All Other inquiries or To Speak To A Relationship Banker
-     * Repeat Options
- \# Return to the Previous Menu

3 FOR MERCHANTS TO SEE IF A CHECK WILL CLEAR
\# Return to the Previous Menu

- 0 Speak to an ExpressBanker


## 4 ONLINE / MOBILE BANKING

1 For Assistance with Login or Enrollment
-2 Mobile Banking, Deposits, Alerts

- 3 Bill Pay Assistance
-4 Quicken or Quickbooks Issues
-5 Apple Pay
- 6 Other Support
$\rightarrow$ * Repeat Options
- \# Return to the Previous Menu


## 5 FOR DEBIT / ATM CARDS

1 Lost / Stolen Card
-2 Activate Card or Change PIN

- 3 Order a New or Replacement Card
. 4 Report Fraud or Dispute a Charge
-5 Report Upcoming Travel
-6 Declined Transactions
-     * Repeat Options
$\rightarrow \mathbf{O}$ Speak to an ExpressBanker
- \# Return to the Previous Menu
(6) TO CONTINUE IN SPANISH
\# Return to the Previous Menu
$\longrightarrow 0$ Speak to an ExpressBanker
* REPEAT OPTIONS

0 TO SPEAK WITH AN EXPRESSBANKER

