



YourCVB.com

## Telephone Banking Instructions

*The telephone banking number is (760) 352-0605 or (760) 352-0946.*

### **1. Press 1 for English or 2 for Spanish**

### **2. Choose the Next Step**

- To hear account information press 1
- To hear a list of our locations press 2
- To repeat this menu press 8
- To return to the previous menu press 9

### **3. Account Information Menu:**

(This menu allows access to your CVB account)

- For checking information press 1
  - Enter Account Number, press #
  - Enter PIN
- For Savings information press 2
- For Certificate of deposit information press 3
- For loan information press 4
- To Transfer Funds press 5
- To make a Loan Payment press 6
- To change your PIN press 7
  - The System will prompt you to change your PIN
  - After changing your PIN, you will be able to access your accounts
- To repeat this menu press 8
- To return to the previous menu press 9