



Bank by Phone

Call 410.629.1320 or
800.764.2686

How to Use Bank by Phone

You can use the Taylor Bank phone banking service by voice or with your touch-tone keypad. The default is Touch Tone. To use Voice Response, Press 8 and * Key.

1. Call 410.629.1320 or 800.764.2686
2. Follow the menu prompts
3. Enter your account number and PIN

First Time Use

In order to verify your identity, the first time you call in you'll need to enter your account number, followed by your Social Security number.

You will then be prompted to register your Personal Identification Number (PIN). For account transactions and inquiries, you'll always be asked to enter your account number and PIN.

Global Commands

Main Menu	Press 3 and * Key
Previous Menu	Press * Key
Help Menu	Press 1 and * Key
Repeat an Option	Press # Key
Speech	Press 8 and * Key
Skip	Press 5 and * Key
Call Operator	Press 0
Exit	Press 7 and * Key

Press or say

1 Account Balance

Press or say

2 Account History

Press or say

3 Transfer Funds or Make a Payment

- 1 - Transfer Funds Immediately
- 2 - Schedule a Funds Transfer
- 3 - Payments Menu
 - 1 - Make a payment now
 - 2 - Schedule a future payment
- 4 - Hear existing scheduled transfers

Press or say

4 Card Services

- 1 - Activate a card
- 2 - Deactivate a card

Press or say

5 Stop Payments

- 1 - Stop payment on a specific check number
- 2 - Stop payment on a range of checks
- 3 - Stop payment inquiry

Press or say

6 Change your Bank by Phone PIN

Press or say

7 Bank Information

- 1 - Branch locations
- 2 - ATM locations

Press or say

8 Get Account Information by Email