

## Pinnacle Anytime Menu Options

On Nov. 20, 2019, the menu options for our Pinnacle Anytime automated system will change. Please refer to the guide below when calling Pinnacle Anytime.

- Tennessee Toll-Free: 866.755.5428
- Carolinas and Virginia Toll-Free: 877.842.4180

### **Main Menu**

Press 1 – for account information

Press 2 – for lost card and all other card related service

Press 3 – for office location information

Or, at any time during the call press 0 to speak with a client service specialist

### **Account information sub-menu** ←

***For HSA/FSA account information, press 1 now. Otherwise, stay on the line for all other account types:***

Press 1 for account balance

Press 2 for account history

Press 3 for funds transfer

Press 4 for payments

Press 5 for future transaction such as ACH deposits

Press 6 for stop payment

Press 7 to change your Anytime automated banking PIN

*Note: If you are a current Anytime automated banking client, you may continue to use the same four-digit PIN you have been accustomed to using.*

### **Special functions:**

Press 3 and \* to return to the main menu from any menu, at any time during the call

Press # to repeat options of the current menu