

HOW TO LOG IN TO THE UNITY ONE VOICE BANKING SYSTEM

STEP 1: CALL 800.443.7141

- You'll be greeted by our automated system.

STEP 2: CHOOSE YOUR LANGUAGE

- Listen for the language prompt and select your preferred language.

STEP 3: UPDATED MENU NOTIFICATION

- You'll hear: "Please listen carefully as our menu options have recently changed."

STEP 4: BEGIN LOGIN

- You'll be prompted with: "Let's log you in."

STEP 5: ENTER YOUR ACCOUNT NUMBER

- Say or enter your Voice Banking ID using your telephone keypad. If you need help identifying your Voice Banking ID, please call our Contact Center at 800.628.5517.

STEP 6: ENTER YOUR PIN

- Next, you'll hear: "Now, say or enter your personal identification number (PIN)."
- If this is your first time calling or if you've forgotten your PIN, say "I don't have one" or press the * key.

FIRST-TIME USERS: SETTING UP YOUR PIN

*If you're registering for the first time, follow these steps after selecting the * key:*

1. VERIFY YOUR IDENTITY

- Enter your full Social Security Number (SSN).

2. SELECT ACCOUNT TYPE

- Say "Personal account" or press 1
- Say "Business account" or press 2.

3. PROVIDE ADDITIONAL VERIFICATION

- For Personal Accounts: Enter your date of birth (MM/DD/YYYY).
- For Business Accounts: Enter your ZIP code.

4. CREATE YOUR PIN

- Say or enter your new 6-digit PIN using your telephone keypad.

***Once your PIN is set, you'll be able to log in at any time using your Voice Banking ID number and PIN.*