

TCF Enhanced Phone Banking

TCF has enhanced our Phone Banking system to include several exciting new features including voice recognition, more self-service options, and the ability to make inquiries on all of your TCF accounts within one phone call.

Before you begin:

Have your account number or card number and Secret Code handy to verify your identity. You can use TCF Phone Banking hands-free, using just your voice; or your touch-tone keypad, or both in combination; it's up to you.

| IF YOU WISH TO... | SAY... | THEN | SAY... | OR | TOUCH-TONE SEQUENCE <small>Be sure to pause and listen between each key entry.</small> |
|--|---|----------------|---|----|---|
| Hear current balance** | "Account balance & activity" | → Verify ID | "Goodbye" | Or | 1 Verify ID |
| Hear all recent transactions | "Account balance & activity" | → Verify ID | "Continue to account activity menu" then "All recent transactions" | Or | 1 Verify ID 2 1 |
| Transfer funds | "Transfer funds" | → Verify ID | Enter or say the account number you are transferring to and from along with the amount in dollars and cents | Or | 3 Verify ID Enter Info |
| Change your Secret Code | "Card assistance" then "Other card services" | → Verify ID | "Change my Secret Code" | Or | 2 4 Verify ID 1 |
| Activate a new card | "Card assistance" then "Other card services" | → Verify ID | "Activate card" | Or | 2 4 Verify ID 2 |
| Hear 1099 interest or order a copy of your 1099 | "More options" then "My account" | → Verify ID | "1099 information" | Or | 4 1 Verify ID 2 |
| Order a summary statement of recent transactions | "More options" then "My account" | → Verify ID | "Order summary statement" | Or | 4 1 Verify ID 3 |
| Reorder checks | "More options" then "My account" | → Verify ID | "Reorder checks" | Or | 4 1 Verify ID 4 |
| Hear step-by-step instructions to reset your password for Online Banking | "More options" then "Online Banking" | → Verify ID | "Password reset" | Or | 4 2 Verify ID 1 |

1-800-TCF-BANK | 612-TCF-BANK (MN Metro)

AT ANY TIME

| IF YOU WISH TO... | SAY | TOUCH-TONE SEQUENCE |
|--|--------------------|---------------------------|
| Go back to the main menu or start over | "Main menu" | Listen to menu directions |
| Speak to a customer service representative—you must first select a menu option and verify your identity, then your call will be directed to the best person to assist you. | "Customer service" | 0 |
| Hear previous information repeated | "Repeat" | * (star key) |
| End the call | "Goodbye" | Hang up |

** "Current Balance" is the amount of money you have in your account at the start of the business day plus or minus any pending authorized transactions. Not all funds may be available — see our Funds Availability Policy for checking and savings accounts in TCF Terms and Conditions.