

I NEED HELP WITH:

HERE'S WHAT TO DO:

Activating Debit Card

- > **Option 1** - Follow the Smartline Telephone Banking prompts by calling 715.394.2030 or 844.397.8511 and selecting option 4, card services.
- > **Option 2** - Use it with your PIN at an ATM for a withdrawal or balance inquiry before making purchases.
- > **Option 3** - Use the **Manage Card** option on your online banking dashboard or use the **Accounts** option under **Settings**.

Debit Card not working

- > Please call our main line at 715.394.5531 and our receptionist will transfer you to the appropriate party. If we do not answer, you will automatically be transferred to our call center.

Resetting Debit Card PIN

- > **Option 1** – If you have a consumer or Signature Banking card please contact a personal banker, nbcbanking.com/Personal/Personal-Bankers/.
- > **Option 2** – If you know your pin but just need to reset it, some ATMs will allow a change to be made.
- > **Option 3** – If you don't know your pin please call our main line at 715.394.5531 and our receptionist will transfer you to the appropriate party. If we do not answer, you will automatically be transferred to our call center where an NBC associate will initiate the sending of a PIN mailer for your card.

Signing up for Online Banking

- > Visit nbcbanking.com and select **Enroll** now from the right-hand side of the main page.

Enrolling in eStatements

- > From the online banking homepage—select the account you wish to enroll
- > On the right-hand side select **Documents**
- > Complete the short form to enroll
- > Any future changes can be made by selecting **Sign Up/Changes** in the orange ribbon.

Locked out of account

- > First, try to reset your password through online banking or the NBC mobile app by selecting **Forgot password?** (online banking) or **Forgot?** (NBC mobile).
- > Contact our main line at 715.394.5531 and our receptionist will transfer you to the appropriate party. If we do not answer, you will automatically be transferred to our call center where an NBC associate will assist.

Check account balance

- > You can check your account balance 24/7 by calling our SmartLine Telephone Banking Number at 715.394.2030 or 844.397.8511 and selecting option 1, account balance.
- > You can also transfer funds and verify recent deposits and withdrawals.

Applying for a Mortgage Loan

- > Apply online at nbcbanking.com/mortgage/overview/

Current CD rates

- > Please contact a personal banker for our current rates, nbcbanking.com/Personal/Personal-Bankers/