

TELEPHONE BANKING SERVICE

Enrollment Help Guide

Enjoy access to your accounts at Mercantil Bank, 24 hours a day, 7 days a week with our personalized Telephone Banking Service. Just think of all of the time you'll save banking over the telephone.

Telephone Banking allows you to:

- Inquire about the status of your accounts:
 - Current and available balances
 - Last seven debits
 - Last seven checks
 - Last four deposits
 - Dollar amount and date of payment on a specific check or deposit
 - Year-to-date and prior year interest earned
 - CD balances and maturity dates
- Review the status of your loan(s)
- Make internal transfers between accounts¹
- Place stop payments¹
- Review wire transfer status and receive fax¹ confirmations
- Obtain Banking Center locations, hours of operation and ATM locations
- Add or remove accounts from your Telephone Banking Profile
- Speak to a Customer Service Representative²

¹ There will be a charge incurred when utilizing these features as outlined in our Miscellaneous Service Fees

² When you call Monday through Friday between the hours of 7 a.m. - 8 p.m. and Saturday between the hours of 8 a.m. - 5 p.m. EST.

Registering your Accounts

The first time you access the Telephone Banking service, you will be prompted to provide information related to yourself and your account such as:

- 10 digit account number
- Social Security Number or Cedula
- Date of birth (2 digit month, 2 digit day, 4 digit year)

You will also be asked to create a Telephone Banking User ID and Password. These two different security measures were developed to safeguard your financial identity when using the Telephone Banking Service.

STEP 1

TELEPHONE BANKING SERVICE

If you reside in the United States, dial **1-888-629-0810**

If you reside outside of the United States and are calling from Venezuela, dial **0-800-100-2600**

If you are calling from any other locations, dial **(305) 629-1212**

Hours: Monday - Friday 7 a.m. - 8 p.m. (Eastern Time)
Saturday 8 a.m. - 5 p.m. (Eastern Time)
24/7 (Automated Telephone Banking Service)

STEP 2

SELECT LANGUAGE OF PREFERENCE

Select language of preference.

- 1 for Spanish

STEP 3

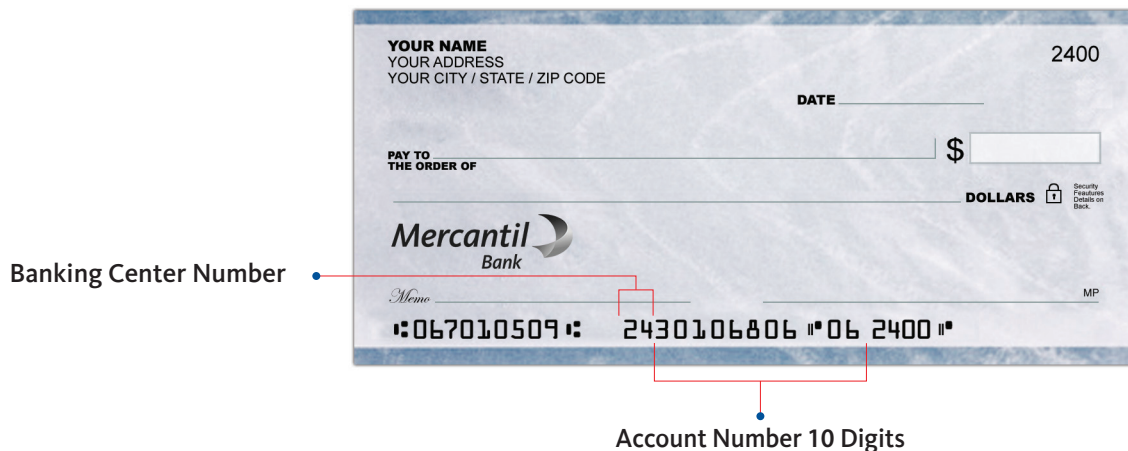
REGISTERING YOUR PERSONAL BANKING ACCOUNT

- Select 1 for Banking Services
- Select 1 for Personal Banking
- Select 2 to register your account to the Telephone Banking Service
- Enter your 10 digit account number found on your account statement followed by the # key

Summary of Accounts

| Account Type | Account Number | Ending Balance |
|-------------------------|----------------|----------------|
| VALUE CHECKING PERSONAL | 821234567890 | \$3,282.39 |

If you are registering a checking account, and are referencing your check book, please enter the last 10 digits of the Account Number, after the 2 digit Banking Center Number, as illustrated in the example below:



STEP 4

PERSONAL IDENTIFICATION INFORMATION

Select the type of personal identification used at account opening:

- Select 1 for Social Security
- Select 2 for Cedula

If using a Cedula, please do not include letters use only the numbers. When you've completed your entry, select the # key.

STEP 5

ENTERING DATE OF BIRTH

You will be prompted to enter your date of birth. Please enter your date of birth using the month, day and year.

Example: May 20, 1965

You would enter: **05201965**

Select the # key after your entry

STEP 6

CREATING A UNIQUE USER ID AND PASSWORD

You will be asked to create a User ID and Password, these security codes will allow you access to your accounts through the Telephone Banking Service. For your security you should not use numbers that would be easy to identify such as your account number, Social Security Number, Cedula/Passport number and/or Date of Birth.

- To create your User ID, please enter a 6-10 digit number, followed by the # key
- To create your Password, enter a 6-10 digit number, followed by the # key

Please remember to write this information down and keep it in a safe place. We recommend that you do not share your User ID and Passwords with anyone.

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Mercantil Bank, empowering your world