



EASTERN SAVINGS BANK[®]
Established 1905

EMMA

Eastern's Manage Your Money Anywhere



Automated Telephone Banking

Eastern's Manage your Money Anytime (EMMA) service is our automated telephone banking system providing access to your account information 24/7 from any touch-tone telephone.

Quick Reference Guide

Call **410.568.6307**
EMMA **877.528.7786**

Press 1 - Access to Your Deposit Accounts

1 - Savings Account

- 1 - To Repeat Balance Information
- 2 - Transaction Activity
 - 1 - Last 10 Withdrawals and Debits
 - 2 - Last 10 Deposits and Credits
 - 3 - For Both Debits and Credits
- 3 - Search for a Specific Transaction
 - 1 - For an inquiry on a specific dollar amount
 - 2 - Find transaction by post-date
- 4 - Interest Information
- 5 - Transfer Funds or Make a Payment

2 - Certificate of Deposit

- 1 - To Repeat Balance Information
- 2 - Transaction Activity
 - 1 - Last 10 Withdrawals and Debits
 - 2 - Last 10 Deposits and Credits
 - 3 - For Both Debits and Credits

3 - Checking Account

- 1 - To Repeat Balance Information
- 2 - Transfer Funds or Make a Payment
- 3 - Transaction Activity
 - 1 - Last 10 Withdrawals and Debits
 - 2 - Last 10 Deposits and Credits
 - 3 - For Both Debits and Credits
- 4 - Search for a Specific Transaction
 - 1 - Inquiry on a specific check
 - 2 - Inquiry on a specific dollar amount
 - 3 - Find a transaction by post-date
- 5 - Interest Information
- 6 - Account Services
 - 1 - Stop Payment
 - 2 - Order Checks

Press 2 - Transfer Funds or Make a Payment

1 - Transfer Funds From Your Eastern Savings Bank

- 1 - Savings
- 2 - Checking

2 - Transfer Funds To Your Eastern Savings Bank

- 1 - Savings
- 2 - Checking
- 3 - Mortgage Loan
- 4 - Line of Credit
- 5 - Real Estate Loan

Press 3 - Loan Account Information

1 - Mortgage Loan Account Information

- 1 - To Repeat Balance Information
- 2 - Payment Information
- 3 - Interest Information
- 4 - Loan Payoff Information
- 5 - Transfer Funds or Make a Payment

2 - Line of Credit Account Information

- 1 - To Repeat Balance Information
- 2 - Payment Information
- 3 - Interest Information
- 4 - Loan Payoff Information
- 5 - Transfer Funds or Make a Payment

3 - Real Estate Loan Account Information

- 1 - To Repeat Balance Information
- 2 - Payment Information
- 3 - Interest Information
- 4 - Loan Payoff Information
- 5 - Transfer Funds or Make a Payment

Press 4 - Change Your Personal ID Number

Enter your social security number and current PIN to confirm your identity. Then, enter your new 4-digit PIN number, followed by the pound (#) key. Verify your new PIN number by repeating this step.

Press 5 - Report a Lost or Stolen Debit Mastercard

Press 6 - For Rates and General Information

- 1 - For Rate Information
- 2 - For Branch Information

Press 8 - Return to the Previous Menu
Press 9 - Return to the Main Menu
Press 0 - Speak to a Representative

800.787.7372
www.easternsavingsbank.com