



SERVICE OPTIONS

In addition to in-branch service, the following services channels are available to customers for each transaction type outlined below. Electronic access is limited on some account types such as Savings passbooks, Certificates of Deposit (CDs), and Individual Retirement Accounts (IRAs).

Service or Transaction	ATM	Online Banking	Mobile Banking App	Telephone Banking	Customer Care Call Center	Drive-up
Deposits	✓		✓			✓
Withdrawals	✓					✓
Cash Checks						✓
Transfer Funds	✓	✓	✓	✓		✓
Make a Payment to your MountainOne Loan		✓	✓	✓	✓	✓
Balance Inquiries	✓	✓	✓	✓	✓	✓
ACH		✓				
Wires		✓				
Loan Payoff Estimate Only		✓				
Order Checks		✓	✓		✓	✓
Request Card					✓	✓
Stop Payment		✓	✓		✓	✓
Open an Account		✓				
Person to Person Payments		✓	✓			

For more information on any of the above service channels or transaction types, please contact our Customer Care Center at 855.444.6861, Monday-Friday between 8:00 am - 6:00 pm and Saturday between 9:00 am - 12:00 pm.