

HOW-TO GUIDE

Telephone banking

At Park National Bank, we make it easy for you to securely access your accounts and manage your money anytime, including nights, weekends and holidays. It's a convenient way for you to get things done without making a trip to the bank. Call 888-474-7275, simply say what you need and get the help you need instantly.

Sample prompts

To check your balance, say:

"Get my balance" or "Checking account balance"

For a list of transactions, say:

"Recent transactions" or "What's pending on my account"?

To transfer funds, say:

"Transfer money" or "Transfer \$50 from my checking to savings"

To make a payment, say:

"Make a payment" or "Pay my loan"

To speak with a banker, say:

"Talk to a banker"



ACTION ITEM You can pre-enroll before August 21

Pre-enrolling before August 21 helps ensure your future calls are quick and easy. It only takes a few minutes and there are two easy ways to do it:

Call the self-service line at 844-809-0017 and follow the prompts.

This option requires email verification.

Call the First Citizens Service Center at 800-321-3716 and follow the prompts.

Customer Care Center

Sometimes you just want to talk to a real person, we get it. Our team of customer care specialists are here for you. You can reach them Monday through Saturday from 7:00 a.m. to 7:00 p.m. ET.



Chat | parknationalbank.com



Call | 888-474-7275



Email | help@parknationalbank.com