

PERSONAL ACCESS LINE (PAL)

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The Personal Access Line (PAL) can be reached 24 hours a day, seven days a week by dialing **330-649-3303** from any touch-tone phone. PAL will answer with a greeting. It will remind you to enter both dollar and cent amounts for all money transactions.

DIRECTIONS TO ACCESS PAL

1. Dial **330-649-3303** from any touch-tone phone.
2. Press 7 followed by the # key if you would like PAL to continue in Spanish.
3. Enter your base account number followed by the # key.
4. Enter your 4-digit security code. New users should enter the last four digits of the primary account holder's Social Security number or ITIN.
5. New users will be prompted to create a 4-digit security code.

PAL MENU SELECTIONS

To return to the main menu at any time during the call = **PRESS 0** followed by the # key

To hear account balances and activity = **PRESS 1**

To make a transfer or hear about upcoming scheduled transfers = **PRESS 2**

To make a check withdrawal* = **PRESS 3**

To change your 4-digit security code = **PRESS 6**

For miscellaneous information = **PRESS 8**

- **Press 1** to hear our routing number.
- **Press 2** to hear our address and hours.

**You will receive a phone call from a DoverPhila representative to verify your address before the check that you requested is mailed.*