



PROSPERITY BANK®

Fastline Customer Menu Options Guide

Prosperity Bank provides access to your deposit accounts through Fastline, our 24-hour audio response system. This free service allows you to obtain account information, transfer funds between your deposit accounts, determine if a particular check has cleared your account, and verify the date and amount of your deposits.

- All options can be presented in English or Spanish.
- Callers may choose an option to activate voice recognition responses, or may continue to enter responses via keypad entry.
- Menu options are dynamic and customized for each caller based on account types. For example, if a caller does not have a loan account with Prosperity Bank, the loan menu options will not be available.
- For security purposes, a PIN (Personal Identification Number) is required to access FastLine. You may also be asked to complete a secondary verification process at the beginning of the call. Please contact the Prosperity Bank Customer Service Center at 1-800-531-1401 or a local banking center if assistance is needed.

Main Menu Options

1	Account Information (extended menu options are listed below)	
2	Deposit or Loan Rates	This option transfers to the Prosperity Bank Customer Service Center.
3	Banking Center Listing and Business Hours	For a complete listing of Prosperity Bank ATM and banking center locations, please visit our website at www.prosperitybankusa.com . This option transfers to the Prosperity Bank Customer Service Center.
4	Report a lost or stolen ATM/Debit Card	This option transfers to the Prosperity Bank Customer Service Center. If after hours, please call 1-800-684-2132 to report a lost or stolen ATM or Debit Card.
5	To end the call press 9 or hang up	
6	Press zero to speak to a customer service representative	This option transfers to the Prosperity Bank Customer Service Center.

Account Information Menu Options

Checking Information
Savings Information
Certificate of Deposit Information
Loan Information
Change PIN

Checking Information Menu Options

To return to the previous menu, within any of the account information and sub menus, select "9" on the telephone keypad.

Current Balance/Last Deposit

Review Transactions

Checking Transaction History Menu Options

- Most Recent Checks and Withdrawals
- Most Recent Deposits
- Recent Transactions
- Pending Transactions
- Specific Check
- Checking Transactions & Checks by Date Range
- Other Transaction Choices
 - Transactions by Date
 - Checks by Date

Transfer Funds

Transfer Funds Menu Options

- Checking to Checking
- Checking to Savings
- Savings to Checking
- Savings to Savings

Make a Loan Payment

Other Checking Account Functions

Other Checking Functions Menu Options

- Interest Information
- Overdraft Checking Balance
- Check Reorders
- Stop Payments

Inquire on Other Accounts or Change PIN

Return to Previous Menu

Savings Information Menu Options

To return to the previous menu, within any of the account information and sub menus, select "9" on the telephone keypad.

Current Balance/Last Deposit

Review Transactions

Savings Transaction History Menu Options

- Most Recent Withdrawals
- Most Recent Deposits
- Recent Transactions
- Pending Transactions

Transfer Funds

Transfer Funds Menu Options

- Checking to Checking
- Checking to Savings
- Savings to Checking
- Savings to Savings

Make a Loan Payment

Interest Information

Inquiry on Other Accounts or Change PIN

Return to Previous Menu

Certificate of Deposit Information Menu Options

To return to the previous menu, within any of the account information and sub menus, select "9" on the telephone keypad.

Current Balance

Review Transactions

Interest Information

Inquiry on Other Accounts or Change PIN

Return to Previous Menu

Loan Information Menu Options

To return to the previous menu, within any of the account information and sub menus, select "9" on the telephone keypad.

Balance and Loan Payment information

Review Transactions

Interest Information

Speak to Customer Service Rep

Make a Loan Payment

Make a Loan Payment Menu Options

- Checking to Loan
- Savings to Loan

Inquire on Other Accounts or Change PIN

Return to Previous Menu