## **US Bank Payoff Quotes in Automated System**

## Dial 800.USBANKS

|               | Step 1*  | Step 2*                         | Step 3*  | Step 4*  |
|---------------|--|---------------------------------|--|--|
| You will hear | To access your accounts, please<br>enter your account, card, or social<br>security number followed by #. For<br>other banking services, press *. | Now, enter your 4-<br>digit PIN | You've indicated you don't have<br>a PIN or don't know your PIN. If<br>that's correct, please confirm<br>by pressing 1. If you have a<br>PIN you'd like to enter, press 2. | Let's try this another way,<br>please enter the 5-digit<br>ZIP code associated with<br>your account. |
| ACTION        | Enter ACCOUNT NUMBER<br>Followed by #  | Press #                         | Press 1  | Enter customer ZIP code from the account   |
|               |  |                                 |  |  |

\*You do not have to wait for these prompts so you can move through the menu quickly.

| Lease Menu – PRESS 3 for PAYOFF   | Loan Menu – PRESS 4 for PAYOFF   |
|---|--|
| You will hear<br>Last payment amount<br>Last payment date<br>Next payment due date<br>Number payments remaining   | You will hear<br>Current balance<br>Escrow balance (if applicable)<br>Last payment amount & date<br>Next payment amount & date<br>Current interest rate  |
| <ul> <li>Menu options</li> <li>1. Repeat payment details</li> <li>2. Recent transactions</li> <li>3. Payoff information <ol> <li>Payoff quote via fax</li> <li>Payoff quote via mail</li> </ol> </li> <li>4. Make a payment</li> <li>5. More options</li> <li>9. Switch accounts</li> <li>0. Speak with a banker</li> </ul> | Menu options         1. Repeat balance         2. Recent transactions         3. Make a payment         4. Payoff information         1. Payoff quote via fax         2. Payoff quote via mail         5. Interest summary         6. More options         9. Switch accounts         0. Speak with a banker |