

Natural Language – Preferred Phrases

The purpose of this document is to give examples of some of the natural language phrases that Telephone Banking will recognize. This is not a complete list. The Telephone Banking natural language is extensive and should recognize many variations of requests.

Indiana Bank & Trust has verified all of the below phrases work correctly. However, it is important to note that background noise and individual speaking styles may affect voice recognition. The best results are obtained when speaking in a conversational manner with little background noise.

Preferred Phrases

Account summary

- What is my account summary for checking?
- What's my checking balance?

All accounts balance

- What is the balance of all my accounts?

ATM locations

- What are your ATM locations?
- Tell me ATM locations.

Get Interest/Dividends

- What are my current year earnings from my checking account?
- What are my current year earnings?

History – Cleared Checks

- May I list all my check history on checking?
- List all cleared checks

History – Deposits

- I want to list all my deposit history on checking.
- List all deposits for checking

History – Payments

- Please list all payment history on credit card.
 - List all payments on my credit card.
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History – All transactions

- Can I list all transaction history on checking?
- List all transactions for checking.

History – Withdrawals

- Can I list all my withdrawal history on checking?
- List all withdrawals for Savings.

Last payment

- Tell me my last payment on vehicle loan.
- What was my last payment on vehicle loan?
- What was my last payment?

Next payment

- Tell me my next payment on vehicle loan.
- When is my next payment on vehicle loan?
- When is my next payment?

Change PIN

- I want to change my PIN to number one, two, three, four.
- I want to change my PIN.
- Change PIN

Stop payment

- Place a stop payment on check for my checking first number thirty oh 1 last number thirty oh 2.
- Place a stop payment on a check.

Transfer funds

- Can you transfer fifty dollars from checking into savings?
- Transfer fifty dollars from checking to savings.

Withdrawal by Check

- Can you withdrawal by check fifty dollars from checking?
- Withdraw by check fifty dollars from checking.

History – Debit card

- Would you list all debit card history on checking?

Lost or stolen cards

- I need to report all my cards were stolen.
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Lost or stolen ATM card

- I need to report a stolen ATM card number one, two, three, four, one, two, three, four, one, two, three, four, one, two, three, four
- My ATM card was stolen.

Lost or stolen credit card

- Can I report stolen credit card number one, two, three, four, one, two, three, four, one, two, three, four, one, two, three, four?
- My credit card was stolen.

Lost or stolen debit card

- I need to report stolen debit card number one, two, three, four, one, two, three, four, one, two, three, four, one, two, three, four
 - My debit card was stolen.
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