



Fairfield County Bank
Member FDIC

Connect24SM Telephone Banking

Call 866.877.2653 from any touch-tone phone.

Our automated Connect24SM Telephone Banking service provides instant access to your accounts and enables you to conduct banking transactions 24-hours a day, 7 days a week.

Frequently Asked Questions:

Q. Has the Connect24SM Telephone Banking number changed?

A. Beginning April 13, 2015, our new number that supports both local and long distance calling changed to **866-877-2653**. The local number is no longer in service.

Q. How do I create a User ID?

A. Your account number serves as your User ID and provides you with access to all of your accounts, not just the one you entered.

Q. What Personal Identification Number (PIN) do I use to access the system?

A. When accessing this system for the first time beginning **April 13, 2015**:

Individuals – Your Personal Identification Numbers (PINs) will be reset to the last four digits of your social security number. You will be prompted to designate a new four digit PIN.

Businesses – Your Personal Identification Numbers (PINs) will be reset to the last 5 digits of each account signer's social security number. You will be prompted to designate a new four digit PIN. Each account signer will be required to initiate their own PIN.

Q. Will I have access to all of my accounts?

A. Yes. To help streamline the telephone banking experience, your account number and PIN work like a User ID and password and provide you with access to all your accounts not just the one you entered.

Q. How do I change my PIN?

A. You will have an option from the Main Menu to change your PIN.

Q. Why don't I have access to all the menus?

A. We may not have turned on all the functions either because we don't offer that type of service or we would rather offer those services to you through our helpful staff.

Q. Can I make a loan payment for more than what's due?

A. No, you can only make your regular payment when it is due.

Q. Why may I not be able to make a loan payment?

A. If you have a Past Due payment, you cannot make a payment from our Connect24 telephone banking service; Please press 0 during our normal business hours for assistance.

Q. I made multiple transactions in Connect24SM telephone banking; why do I have the same confirmation number?

A. The confirmation number will be the same for the remainder of your call session regardless of the amount of transactions made.

Q. Why do I have to enter the last 4 digits my Social Security Number after I've entered my PIN?

A. We have added an extra layer of security to protect our customers.

Q. Why was my call disconnected after 20 minutes?

A. This is an additional layer of security that our new system provides.

Q. How far back can I go to retrieve my account's history?

A. You can retrieve account history for the past six months.

Q. I made an account to account transfer after 8:00 p.m.; why didn't the transaction post to my account immediately?

A. Account transfers are made in real-time, but the posting date will be the next business day if the transaction was called in after 8:00 p.m.