



Fortress Bank Telephone Banking Center

Frequently Asked Questions

- Q. What is the phone number of the Fortress Bank Telephone Banking Center?**
A. 866-314-5558. This number is effective March 19th, 2025.
- Q. During the transition to the new telephone banking systems, will the old telephone banking center number still work?**
A. The old number will automatically forward calls to the new telephone banking system for some time after the conversion is complete. Users should make note of the new number and start using it though.
- Q. I'm a user of the old telephone banking system. How do I get started with the new?**
A. Users of the old telephone banking system should call the telephone banking number, 866-314-5558, and follow the prompts to re-register for telephone banking:
1. enter one of their Fortress Bank account numbers,
 2. request a PIN reset,
 3. provide identity verification information,
 4. create their new PIN.

You will need the following information to complete your registration.

1. A full 12-digit Fortress Bank account number that they are primary or secondary on. This is usually a checking or savings account, but it can also be a loan or certificate account.
2. Your full social security number or TIN.
3. Your date of birth (mmddyyyy).
4. Your primary address zip code.
5. The type of account you are registering (personal or business)
6. A new 6-digit PIN number.

Step-by-step instructions are available

1. online at www.bankfortress.com/voice
2. by emailing digitalbanking@bankfortress.com and requesting voice banking registration instructions

3. by calling the telephone banking support number, xxx-xxx-xxxx (LaHarpe toll free)

Q. Do I need to register every account I want to access via telephone banking?

A. No. You only need to register with one Fortress Bank account. All your other accounts will be available in telephone banking after you register the first account.

Q. What kind of accounts can I register with and use in telephone banking?

A. The Fortress Bank Telephone Banking Center provides access to your checking, savings, loan, and certificate accounts..

Q. I'm new to voice banking. How do I get started?

A. See the answer to the question, "I'm a user of the old telephone banking system. How do I get started with the new?" earlier in this FAQ..

Q. I've registered or re-registered for telephone banking but I some of my accounts aren't available. How can I get them added?

A. Telephone banking supports checking, savings, loan, and certificate accounts. If you have one or more of these account types that aren't available to you in telephone banking, you can contact us for help with adding an account to your voice banking:

1. by emailing digitalbanking@bankfortress.com.
2. by calling the telephone banking support number, xxx-xxx-xxxx (LaHarpe toll free) and requesting help.
3. Calling your local branch.

Q. I'm a registered telephone banking user but I forgot my PIN. Can Fortress reset it for me?

A. No. Fortress staff are unable to reset your PIN. For your security PIN resets are a self-service function provided by telephone banking. For instructions on resetting your PIN see the answer to the question, "I'm a user of the old telephone banking system. How do I get started with the new?" earlier in this FAQ. The PIN reset process is the same as registering for telephone banking.