



Fortress Bank Telephone Banking Center

Phone Number: 866-314-5558

(effective 8:00 AM, March 19th, 2025)

Previous voice banking phone number automatically forwards to the new number above for the foreseeable future.

Registration, Re-Registration, or Resetting a Forgotten PIN

There are three scenarios that require a user to go through the registration and PIN setting process.

1. After transition to the new system on March 19th, 2025, existing users of the previous telephone banking system must re-register on the new system and set a new PIN the first time they call in.
2. First time users of telephone banking after March 19th, 2025 must register on the new system and set their PIN the first time they call in.
3. Returning registered users from either scenario 1 or 2 who forget their PIN must go through identity validation and reset their PIN.

Regardless of the scenario above, the process of registering, re-registering or resetting a forgotten PIN are the same. Before calling the Telephone Banking phone number for one of these scenarios, the user should be prepared to provide:

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. Their **full social security number or TIN**.
3. Their **date of birth (mmddyyyy)**.
4. Their **primary address zip code**.
5. The **type of account** they are using (personal or business)
6. A **new 6-digit PIN number**.

Registration and PIN Creation or PIN Reset Process

1. Call the Fortress Bank Telephone Banking Center at 866-314-5558.
2. Listen to greeting and then speak or choose **the type of account number** you'd like to register with (1-checking, 2-savings, 3-loan, 4-certificate).
3. When prompted, speak or enter the **full 12-digit Fortress Bank account number** associated with the account type previously selected.
4. When prompted for your PIN, **press * button** to begin registration / pin reset.
5. When prompted, speak or enter your **full social security number or tax identification number**.
6. When prompted, speak or enter your **birthdate** (mmddyyyy).
7. If prompted for your zip code, speak or enter **the 5-digit zip code** of the primary address associated with your account.
8. When prompted for your account type, speak or enter the **account type** (1-personal, 2-business) of the account you entered previously.
9. Continue to follow the prompts to enter your **new six-digit PIN** two times. Once to create and a second time to verify.

This completes the registration and PIN setting process.