

# Home Federal Voice Banking

## What Can I ask Alexa?

Home Federal Bank Voice Banking allows you to ask for your account balance information only.

Type	Question	Response Logic
Balance (Primary)	<i>"Alexa, ask Home Federal Bank, what is my balance?"</i>	Alexa will read back the primary account balance.
All Balances	<i>"Alexa, ask Home Federal Bank, what are all my balances?"</i>	Alexa will read back all balances in the order they appear in the mobile app
Specific Balances	<i>"Alexa, ask Home Federal Bank, what is my emergency savings balance?"</i>	Alexa will find/match a specific balance by reading the account nicknames
All Balances for an Account Type	<i>"Alexa, ask Home Federal Bank, what is my checking account balance?"</i>	Alexa read back the number of accounts you for the account type and proceed with reading the nickname and balance per account.

**\*\*Note: For security reasons, Alexa invocations will timeout after 6 seconds, then try the invocation again.**

You also have the ability to ask Alexa questions about Home Federal Bank's FAQ (General Help) after enabling the Alexa Skill. This does not require completion of Account Linking.

Here are several examples of FAQs you can ask, **"Alexa, ask Home Federal Bank..."**:

- What is the routing number?
- What is the customer service number?
- What are the customer service hours?
- What is the bank's mailing address?
- How do I find my full account number?
- How do I order checks?
- How secure is Alexa?

**List of other questions Alexa can answer:**

No.	Question	Financial Institution Answer:
1.	"What is my routing number?"	264271390
2.	"What is the customer support phone number?"	865-546-0910
3.	"What are the customer service hours?" "How late can I call customer service?" "When can I call customer service?"	8:30 am – 4:45 pm Eastern Monday through Thursday and 8:30 am – 6:00 pm Eastern on Friday
4.	"How do I report fraud?"	If you suspect fraud on your account please contact us immediately at 865-546-0910 during regular business hours or at 1-800-333-3054 after regular business hours
5.	"What is the bank mailing address?"	515 Market Street Knoxville, TN 37902
6.	"How do I find the full account number?" "What is the full account number?" "What is the account number?"	Your full account number can be viewed when logged in to Online or Mobile Banking
7.	"How do I order checks?" "Can I order checks?"	To order checks please contact your local branch or call Customer Service at 546-0910
8.	"What is the mobile check deposit amount limit?" "What is the maximum amount allowed using mobile check deposit?" "How much can I deposit per day using mobile?" "How much can I mobile deposit per day?"	The current mobile check deposit limits can be found on the Home Federal website
9.	"How many mobile check deposits can I do each day?" "What are the number of deposits allowed per day?"	There is no limit on the number of mobile check deposits you can make each day
10.	"When will the funds be available?" "What is the check deposit funds availability?" "When will the funds become available?"	For any deposits submitted before the 3 p.m. ET daily cutoff, and approved that same business day, deposited funds will be available after a 2 business day hold

11.	<p>“How is a payment sent?” “How are payments sent?”</p>	<p><i>Bill payments are sent electronically or by check through the mail to your payee. The delivery method is based on what your payee supports.</i></p>
12.	<p>“Why can’t I cancel a transfer?” “Can I cancel a transfer?”</p>	<p><i>Only transfers that are in a scheduled status can be cancelled. If you do not see the option to cancel your transfer, the transaction is either in process, pending or has posted.</i></p>
13.	<p>“How do I cancel a payment?” “Can I cancel a payment?”</p>	<p><i>Only scheduled payments can be cancelled. If the payment has been processed or sent to the payee, it cannot be cancelled.</i></p>
14.	<p>“What does it mean when you get no eligible accounts error?” “What does no eligible account mean?”</p>	<p><i>Either this error means your account exceeded the number of allowed overdrafts or the account is not eligible for mobile deposit.</i></p>
15.	<p>“What does the error can’t read check mean?” “How do I take a picture of a check?”</p>	<p><i>You will need to retake the image of the check you are trying to deposit. When taking the picture of your check, make sure the image of the check is centered, all four check corners are visible, and make sure the picture is taken on a well lit flat surface.</i></p>
16.	<p>“What are the fees to use Alexa?”</p>	<p><i>We do not charge for the Home Federal Alexa banking service.</i></p>
17.	<p>“How secure is Alexa?”</p>	<p><i>Alexa banking ensures a high security level by requiring account linking using your existing online banking Access ID and passcode, plus the creation of an Alexa spoken pin. End users are responsible to maintain the physical security of their Alexa enabled interfaces.</i></p>
18.	<p>“What is the cutoff time for transfers?”</p>	<p><i>To ensure your funds are transferred to the account and available, transfers should be made before 8:00 p.m. Eastern, Monday through Friday. If the transfer is made on a weekend or holiday – or after the 8:00 p.m. cutoff on a business day – then it will be posted on the next business day.</i></p>

19.	“When is the cutoff time for loan transfers?”	<i>Loan transfers should be made before 8:00 p.m. Eastern Time, Monday through Friday. If the transfer is made on a weekend or holiday – or after the 8:00 p.m. cutoff on a business day – then it will be posted on the next business day.</i>
20.	“What is an e bill?”	<i>An e bill is an electronic version of your bill that you receive directly through our Online Banking system. This electronic bill can be viewed immediately. An E bill looks exactly like your paper bill. The only difference is that it is conveniently delivered to online banking. E bills are free and they can accelerate and simplify the bill paying process. You simply click it, view it, and pay it.</i>
21.	“What does available balance mean?”	<i>An account’s available balance shows the amount of funds immediately available to you. The available balance for a deposit account, such as a checking account, reflects the portion of the current balance available for use. For a loan account, the available balance indicates your credit line or how much you can currently spend.</i>
22.	“What is Pay Someone?”	<i>Pay Someone is a convenient way to send money electronically from your Home Federal checking account to anyone who has a United States bank account, using Online or Mobile Banking.</i>
23.	“What is the Pay Someone Limit?”	<i>The maximum dollar amount allowed for a Person to Person transaction can be \$500 per day.</i>