

Phone Banking Reference Guide



To access Phone Banking, call (800) 763-0555. When accessing Phone Banking for the first time, your Personal Identification Number (PIN) will be the last four digits of your Social Security Number.

To listen to Your Account Balance(s):

1. Call Phone Banking.
2. Press 1 for Account Information.
3. Enter your Account Number followed by the pound (#) sign.
4. Press:
 - 1 for Checking Account.
 - 2 for Savings Account.
 - 3 for Certificate of Deposit.
 - 4 for Loan.
5. Enter your PIN followed by the pound (#) sign.
6. Your current balance will be announced.

To transfer funds between SouthState accounts:

1. Call Phone Banking.
2. Press 1 for Account Information.
3. Enter your Account Number followed by the pound (#) sign.
4. Press:
 - 1 for Checking Account.
 - 2 for Savings Account.
5. Enter your PIN followed by the pound (#) sign.
6. Press 3 to transfer funds.
7. Press:
 - 1 to transfer from Checking to Checking.
 - 2 to transfer from Checking to Savings.
 - 3 to transfer from Savings to Checking.
 - 4 to transfer from Savings to Savings.
8. Select the account to transfer from.
9. Enter the amount you wish to transfer followed by the pound (#) sign.
10. Press 1 to complete transfer.

To make a Stop Payment:

1. Call Phone Banking.
2. Press 1 for Account Information.
3. Enter your Checking Account Number followed by the pound (#) sign.
4. Press 1 for Checking Account.
5. Enter your PIN followed by the pound (#) sign.
6. Press 5 for other checking functions.
7. Press 4 to place a Stop Payment.
8. Follow the prompts to continue.

For Loan Information:

1. Call Phone Banking.
2. Press 1 for Account Information.
3. Enter your Account Number followed by the pound (#) sign.
4. Press 4 for Loan.
5. Enter your PIN followed by the pound (#) sign.
6. Press 1 for current balance and loan payment information.
 - This will provide you with your loan payment amount, due date and the last payment amount and date.
 - For current YTD interest or current rate, please call the Customer Care Center or visit your nearest branch.

For Certificate of Deposit Information:

1. Call Phone Banking.
2. Press 1 for Account Information.
3. Enter your Account Number followed by the pound (#) sign.
4. Press 3 for Certificate of Deposit.
5. Enter your PIN followed by the pound (#) sign.
6. Press 2 for interest information.
 - This will provide you with the last interest paid amount and date, YTD interest paid and total prior year interest paid.
 - For current interest rate and maturity date, please call the Customer Care Center or visit your nearest branch.

To Review Transactions

1. Call Phone Banking.
2. Press 1 for Account Information.
3. Enter your Account Number followed by the pound (#) sign.
4. Press:
 - 1 for Checking Account
 - 2 for Savings Account
5. Enter your PIN followed by the pound (#) sign.
6. Press 2 to Review Transactions.
7. Press:
 - 1 for most Recent Checks and Withdrawals.
 - 2 for most Recent Deposits.
 - 3 for Recent Transactions.
 - 4 for Pending Transactions that post as of the current business date.
 - 5 to see if a specific check has cleared.
 - 6 for checking transactions and checks by date range.

We're Here To Help

Customer Care (800) 277-2175

Monday - Friday: 7 a.m. - 8 p.m. | Saturday: 8 a.m. - 5 p.m.

SouthState Bank, N.A.
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