



VOICE BANKING FAQs

What can I ask Alexa?

Once you are ready to talk to Alexa, say: “Alexa, ask Southern Bank” any of the following questions. This particular list of questions does not require account linking.

- Why can't I cancel a transfer?
- How do I cancel a bill pay payment?
- Why can't I cancel a person to person payment?
- What does the error “can't read check” mean?
- What is an external account?
- What are the fees to use Alexa?
- How secure is Alexa?
- What is the cutoff time for transfers?
- When is the cutoff time for loan transfers?
- What is the bill pay ‘send on’ date?
- What is the bill pay ‘delivered by’ date?
- What is an e bill?
- What is an available balance?
- What is a current balance?
- What is the routing number?
- What is the customer support phone number?
- What are the customer service hours?
- What if I suspect fraud?
- What is the bank mailing address?
- Where can I locate my full account number?
- How do I order checks?
- What is a person to person payment?
- What is an external transfer?
- What is an external transfer fee?
- What is a person to person limit?
- What is the mobile check deposit amount limit?
- How many mobile check deposits can I do each day?
- When will my funds be available?
- How is a bill pay payment sent?





LINKED ACCOUNTS FAQs

Balance inquiries.

You can ask Alexa for your balances in a number of different ways. For each scenario, after you ask your question, Alexa will reply with, “To access secure information, please provide your voice PIN.” Once the PIN has been identified, Alexa will provide the response.

Type	Question	Response Logic
Balance (primary)	Alexa, ask Southern Bank, what is my account balance?	Alexa will read back the balance for the primary account associated within your mobile banking.
Specific balances	Alexa, ask Southern Bank, what is my (nickname) balance?	Alexa will find/match a specific balance by reading the account nicknames.
All balances for an account type	Alexa, ask Southern Bank, what is my checking account balance?	Alexa will read back the number of accounts you have for that account type, and proceed with reading the nickname and balance per account.
All balances	Alexa, ask Southern Bank, what are all of my balances?	Alexa will read back all balances in the order they appear in the mobile app.

SPENDABLE BALANCE

Here are a few examples of ways you can ask for your spendable balance.

“Alexa, ask Southern Bank”

- For my spendable balance.
- What is the spendable balance in my account?
- What is the spendable balance in my checking account?
- What is my spendable balance?
- How much is my spendable balance?

