

Access your account 24 hours a day with Ava, your Advia Virtual Assistant. Ava guides you with a friendly, conversational approach to help you get up-to-the-minute account information, transfer money, make loan payments, and more.

We're also adding an extra layer of security with voice recognition, allowing you to verify your identity using your voice. It's a faster, more convenient way to access your accounts while keeping your information protected.

Getting Started

- **Step 1: Call Ava** - Call 844.238.4228 and you will hear our initial greeting.
- **Step 2: Tell Ava How it Can Help** - Ask Ava for whatever you need help with using full sentences.
- **Step 3: Verify Your Identity When Prompted** - You will then be asked to enter account validation information. Once validated, Ava will begin processing your request, allowing you to manage your account right from your phone.
- **Step 4: Account PIN** - Ava may ask for your account PIN if unable to verify. If you already have a PIN from our traditional Phone Banking system, it will still work. If you need it updated, a live representative will help.

At any time, you can ask to speak to a representative, and if Ava can't help, you'll be connected to a live representative. You may be asked to enter your account number, card number, or full SSN. Once validated, Ava will begin processing your request

How Ava Can Help

Simply ask Ava for information as you would when talking to a live representative. Here are some examples:

General Support

- "Extension" or "Directory" and then dial the number.
- What's my balance?
- I want to transfer money.
- I want to make a payment.
- What is your routing number?
- What are current CD savings rates?
- How do I open a new account?
- What are your branch locations?
- What are the branch hours?
- How can I apply for an Advia Foundation Grant?
- Does Advia have business accounts?
- How can I unlock my digital banking?
- I need to schedule an appointment.

Loan Support

- I want to apply for a loan.
- How do I apply for a loan?
- I want to consolidate my debt.
- What is the status of my application?
- What do I need to finish my loan?
- Did you get my loan application?

- I want to apply for a credit card.
- Can I refinance my loan?
- I have a loan in progress.
- I want to build my credit.
- Apply for a HELOC.

Financial Support

- I got a call from Collections.
- I need to make arrangements on a late loan.
- Talk to someone about my repo.
- You repossessed my car.
- I need to talk to someone about a repossession.
- I need to talk to someone about a foreclosure.
- I want to set up payment arrangements.
- I cannot make my loan payment.
- I am having a financial hardship.
- I need to speak to someone in Collections.
- I need to discuss my account with Collections.
- Please connect me to the Collections department.
- I got a letter about foreclosure.

Have other questions?

We're here to help. Call us at 844.238.4228 and one of our Member Contact Specialists will help you with account information and additional Ava Banking tips.