

Access your account 24 hours a day with Ava, your Advia Virtual Assistant. Ava will guide you with a friendly, conversational approach. Get up-to-minute account information, transfer money, make a loan payment, and more!

Getting Started

Step 1: Call 844.238.4228 and you will hear Ava greet you.

Step 2: Ask Ava for help (or for assistance) using full sentences.

Step 3: Authenticate your account in three easy steps:

1. Say or enter your account number or a card number associated with your account.
2. Say or enter the last 4 digits of your social security number.
3. Say or enter your account voice PIN.
 - If you already have an account voice PIN, you can continue to use that same PIN.
 - Don't have an account voice PIN? Ava will authenticate you with security questions and messaging a secure access code to your mobile phone number on file.
 - Want to set up an account voice PIN? Our call center and branch teams can assist with setting up a secure PIN. Please note, only the primary account member can set the PIN.
 - Need to change your PIN? Our call center and branch teams can assist with changing your pin.

Once validated, Ava will begin processing your request, allowing you to manage your account right from your phone.

How Ava Can Help

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

Check Account Balances

I need my account balance.
What's available in my account?
What's my loan balance?

Transfer funds

I need to transfer money.
I want to move money from my savings account.
I want to move money from my checking account.

Make Loan Payments

Includes Mortgage Center, credit cards, and Silver Lake commercial payments
I need to make a payment.
Make a loan payment.
I want to pay my loan.

Recent Transactions Review

I need my recent transactions.
What has posted to my account?
What transactions are pending on my account?

Cleared Checks Review

What checks have cleared my account?
I mailed a check, did it clear?
Can I see if a check cleared?

Enroll in Digital Banking, Secure Access Codes, and Unlocking Digital Banking

I need to reset my password.
I forgot my password.
I need help with my secure access code.
I'm locked out of my account.
Help me with digital banking.

Ava is getting smarter every day!

If Ava can't answer your question, try rephrasing it in a full and specific sentence. Otherwise, simply say "live representative" and an agent can assist you.

Have other questions?

We're here to help. Call us at 844.238.4228 and ask to speak to a Member Support Specialist who will help you with account information.