

NAVIGATING TELEPHONE BANKING

TO ACCESS TELEPHONE BANKING

- 1** CALL the credit union
- 2** CHOOSE Option 1, then CHOOSE Option 1 again
- 3** LISTEN to the prompts below and make your selection



< MAIN MENU >

1. ENTER your account number, followed by the # sign
2. ENTER your PIN (defaulted to last 4 digits of your SSN), followed by the # sign

PRESS 1 for account balance
PRESS 2 for statement information
PRESS 3 for money transactions
PRESS 4 to switch the account number
PRESS 5 to change your PIN
PRESS 0 to exit

< ACCOUNT BALANCE >

PRESS 1 for share balances
PRESS 2 for certificate balances
PRESS 3 for loan payoff balances
PRESS 0 to return to the previous menu

< STATEMENT INFORMATION >

PRESS 1 for last 25 transactions
PRESS 2 to have a statement mailed
PRESS 4 to check the status of a check
PRESS 5 to check the status of last 25 checks

< MONEY TRANSACTIONS >

PRESS 1 for withdrawal by check
PRESS 2 to make a transfer
PRESS 3 to make a loan payment
PRESS 4 to make a Mastercard® credit card payment
PRESS 0 to exit

TELEPHONE BANKING FEATURES

Available 24/7
Make account inquiries
Transfer funds
Make loan and credit card payments
Retrieve statement information
Request withdrawals
And more!

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SUB-ACCOUNT NUMBER INFORMATION

To complete transactions via Telephone Banking, you will be prompted to enter a 2-digit sub-account number for both the transfer to and transfer from accounts.

The most common sub-account numbers include:

01 = Savings/Share Account
03 = Special Savings/Share Account
08 = Christmas Club/Share Account
09 = Special Savings/Share Account
75 = Checking/Share Draft Account

When making a loan payment, your loan/note number should be entered when prompted for a sub-account number.

If you are unsure of your sub-account or note number, it can be found by logging into your Online Banking account or on your account statement.

HELPFUL TIPS FOR MAKING TRANSFERS

- When prompted, enter the 2-digit sub-account number you want to transfer FROM, then press #
- Next, enter the 2-digit sub-account number you want to transfer TO, then press #
- Enter the amount of the transfer, making sure to input the full dollar amount, including ending zeros and cents
- For example:
 - To transfer \$1.00, enter 100
 - To transfer \$100.00, enter 10000
 - To transfer \$3.50, enter 350
- The system will confirm the amount of the transfer by reading it aloud
- Press 1 to confirm your transaction or 0 to cancel
- The system will provide your updated account balances following the transfer