

# teller-phone

570.271.6060 or 800.562.6049 option 2

Our automated Teller-Phone system allows you to view account balances, transfer funds between accounts, review transaction history, request a withdrawal and/or loan advance, report a lost or stolen VISA debit card, request loan payoff amount and much more!

## GETTING STARTED

The first time you call the Teller-Phone system, please follow these steps to register your account:

1. Enter Member Number followed by #
2. Enter new PIN followed by #
3. Enter Social Security Number  
Followed by #
4. Press 1 to process your registration

Once you have registered, each time you call Teller-Phone, you will be prompted to enter your Account Number and PIN.

Enter Member Number followed by #  
Enter PIN followed by #

## SHARE & LOAN LISTS

In the Main Menu, press options:

1. 5 for Open SHARE ID List
2. 6 for Open LOAN ID List

In Expert Mode:

- 9# for Open SHARE ID List  
65# for Open LOAN ID List

At any time during the prompts, you may enter:

- 0 to reach an operator
- # to return to previous menu
- \* to end call

Use Teller-Phone a lot?

**Expert Mode** offers  
fast and simple transactions!

You may switch between Expert Mode and the normal Main Menu options by selecting 7.2.2 while in the Main Menu or by entering 97# in Expert Mode.



Federal Credit Union | Friends you can bank on.

## MAIN

When using the Main Menu, only use # when prompted.

### 1 BALANCE

- 1 Savings
- 2 Checking
- 3 Share
- 4 Loan
- 5 Open Share ID List
- 6 Open Loan ID List

### 2 HISTORY

- 1 Last Deposit
- 2 Last Payroll Deposit
- 3 Share History
- 4 Loan History
- 5 Deposit History
- 6 Recent Transactions

### 3 WITHDRAWALS

- 1 From Savings
- 2 From Checking
- 3 From Share
- 4 Loan Advance

### 4 TRANSFERS

- 1 Savings to Checking
- 2 Checking to Savings
  - 1 Share to Share
  - 2 Within my Account
- 3 To Another Account
- 4 Loan to Savings
- 5 Loan to Checking
- 6 Loan to Share
- 7 Savings to Loan
- 8 Checking to Loan
- 9 Share to Loan

### 5 CHECKING

- 1 Balance
- 2 Check Number Inquiry
- 3 History
- 4 Stop Payment
- 5 Check Number Range
- 6 Debit Card History

### 6 LOAN

- 1 Loan Balance
- 2 Open Loan ID List
- 3 Loan Payment Inquiry
- 4 Loan Payment History
- 5 Loan Payoff Amount
- 6 Credit Card Information
- 7 Credit Card Payment
- 8 Loan Advance Total

### 7 ADDITIONAL OPTIONS

- 1 YTD Information
- 2 Change Preferences
  - 1 Change PIN
  - 2 Select Expert Mode
  - 3 Transaction List Count
- 3 Log in to New Account

## EXPERT

In Expert Mode, use # after each service code.

### BALANCE INQUIRIES

- 1 Savings Balance
- 2 Checking Balance
- 3 Account Balance
- 9 Open Share ID List

### HISTORY

- 21 Account History
- 22 Last Payroll Deposit
- 23 Last Deposit
- 24 Deposit History
- 25 Loan History
- 26 Check Clearance
- 27 Draft Number Range
- 29 IRA Contributions

### VISA CREDIT CARDS

- 31 VISA Inquiries
- 32 VISA Payments

### TRANSFERS

- 41 Savings to Checking
- 42 Checking to Savings
- 43 Savings to Loan
- 44 Checking to Loan
- 45 Loan to Savings
- 46 Loan to Checking
- 47 Loan to Account
- 48 Account to Loan
- 49 Account to Account
- 50 Dividends
- 51 Interest

### ACTIONS

- 52 Card Blocking
- 53 Draft Stop Payment
- 54 Savings Withdrawal
- 55 Checking Withdrawal
- 56 Account Withdrawal
- 57 Loan Withdrawal

### LOAN INQUIRIES

- 60 Loan Balance
- 61 Loan Payment
- 62 Loan Payoff
- 63 Advances for Month
- 65 Open Loan ID List

### RECENT ACCOUNT ACTIVITY

- 71 Check Clearance
- 72 Debit Card Transactions
- 73 ATM Transactions
- 74 ACH Transactions
- 75 Payroll Transactions
- 76 Loan Payments
- 77 POS Transactions

### OTHER

- 93 Transaction List Count
- 94 Log In to New Account
- 95 Transfer to Operator
- 96 Change PIN
- 97 Select Main Menu
- 98 Help
- 99 Good bye