

**Balances or Transaction History**

In the Balances or Transaction History section, the following selections are available:

1. Choose account to hear current balance
2. Choose to hear recent transactions

**Transfers and Loan Payments**

In the Transfers and Loan Payments section, the following selections are available:

**1. Immediate, Future Dated, and Recurring Transfers**

To perform an immediate, future dated or recurring transfer, follow these steps:

1. Choose account to transfer funds from.
2. Choose account to transfer funds to.
3. Key in amount to transfer. For example \$125.00, key in 12500.
4. Press pound(#).
5. To transfer funds immediately, press 1. To transfer funds on a future date, press 2.
6. Key in the date, enter as MMDDYYYY, ex: 10142016.
7. A confirmation is read back. Press 1 to confirm the transfer.
8. The funds are transferred immediately unless you chose a future date or recurring transfer.

Note: For recurring transfers, you may select daily, weekly, biweekly, monthly, quarterly, or annually.

**2. Member to Member Transfers**

To perform a member to member transfer, follow these steps:

1. Choose account to transfer funds from.
2. Choose member to member transfer.
3. Enter the member number of the person you are transferring to.
4. Enter in the account type for that member.
5. Enter the first two letters of the member's last name, using the corresponding keys on the phone.  
For the letter "Z", press the zero "0" key.

**Personal Preferences Menu**

In the Personal Preferences section, the following selections are available:

**1. Change PIN Code**

To change your PIN, you must first enter in your current PIN. After your PIN is verified, you will enter a new PIN code (minimum of 4 and maximum of 10) and then you must reenter it for quality control. If your new PIN is considered too weak (ex: your birthday or social security number), you will be prompted to create a stronger PIN. Please note: You are limited to 5 attempts to enter your PIN correctly.

**2. Change Phone**

During registration, you entered the phone number(s) you most often call from. You will be given the opportunity to change the primary phone number and your subsequent numbers. To complete this change, you are prompted to add in a new phone number (ten digits including the area code). You will then be prompted to identify the type of phone number (home, mobile, or work) and if you would like to designate it as your primary phone number.

### **Open an Account or Loan Application**

If you select the option to open a new account or apply for a loan, you will be automatically transferred to our Connection Center during normal business hours. You may also check on the status of a current loan application.

### **Check Withdrawals**

You may request for a check to be mailed to you in the primary member's name. Fee applies.

1. Choose account to transfer from.
2. Key in amount of check. For example \$125, key in 12500.
3. Confirm the delivery address on file.
4. The check will be printed and mailed.

### **General Calls**

Press zero "0" at any time during business hours to be transferred to our Connection Center.