



Automated Telephone Banking Quick Reference Guide

Dial 800-772-4000 or 818-772-4000 to reach the Telephone Service Center.

- Option 0: Speak to a Telephone Service Center Specialist
- Option 1: Automated Phone System
 - Press 1: Account Information,
 - Enter Member ID Number, Press # (pound sign)
 - Enter P.I.N., Press # (pound sign)
 - Press 1: Checking Account
 - Press 2: Savings Account
 - Press 3: Money Market Account
 - Press 5: Certificates
 - Press 6: Loan Payoff
 - Press 7: Loans (Auto Loans, Credit Cards, etc.)
 - Press 9: Return to the Main Menu
 - Press 2: Transfer Funds or Make a Payment
 - Press 1: Transfer from Checking/Money Market Account
 - Press 2: Transfer from Savings Account
 - Press 3: Transfer from Money Market Account
 - Press 4: Transfer from Line of Credit Account
 - Press 9: Return to the Main Menu
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 - Press 3: Change your PIN
 - Enter Member ID Number, Press # (pound sign)
 - Enter Current PIN, Press # (pound sign)
 - Select New PIN, Press # (pound sign)
 - Press 4: Order Checks
 - Option 0: Speak with a Member Service Representative
- Press # (pound sign) to exit or hang up

