

Telephone Banking Quick Reference Guide 800-772-4000, opt. 1

New Menu Prompts As of 9/3/19

1 Account Balance

- (1) Checking Account
- (2) Savings Account
- (3) Loan Account
- (4) Credit Card
- (5) Certificates and Individual Retirement Accounts

4 Share or Loan Withdrawal

- (1) Checking Account
- (2) Savings Account
- (3) Loan Account
- (4) Credit Card

7 Change Your PIN

(This PIN is for Telephone Banking only)

2 Account History

- (1) Checking Account
- (2) Savings Account
- (3) Loan Account
- (4) Credit Card
- (5) Certificates and Individual Retirement Accounts

5 Get Account Information by Email

- (1) Checking Account
- (2) Savings Account
- (3) Loan Account
- (4) Credit Card
- (5) Certificates and Individual Retirement Accounts

8 Stop Payment

- (1) Stop Payment on a Specific Check Number
- (2) Stop Payment on a Check Range
- (3) Stop Payment Inquiry

3 Funds Transfer and Payments

- (1) Transfer Funds Immediately
- (2) Payments
- (3) Schedule a Funds Transfer
- (4) Hear Existing Scheduled Transfers

6 Card Services

- (1) Deactivate or Report a Card Lost or Stolen
- (2) Activate a Card

9 More Options

- (1) Future Dated Transactions
- (2) Credit Union Information
- (3) Dovenmuehle Loan

Quick Options

1* For Help | 3* Return to Main Menu | 9* Change Account Number | 0 To Speak with a Member Service Representative

* To Hear the Previous Menu | # To Repeat the Menu Option | Hang up to End Call

