

## **24/7 Audio Response System Guide**

### **281.398.9900 / 800.753.2428 Option 2**

Access your credit union accounts by phone with your Personal Identification Number (PIN). If you need to set up a PIN, please contact the credit union.

#### **ARS Tips**

- Only a touch-tone phone can be used
- Press # key after each entry
- Dollar amounts are entered without decimals (\$1,000 would be entered as 100000#)
- Enter dates as six digit numbers: June 1, 2010 - 060110
- If you forget your PIN, contact the credit union

#### **Cross Account Transfers**

You can perform transfers to and from any account on which you are a signer. To obtain access, contact the credit union.

#### **A. Greeting Menu**

1. Account Access
2. Apply for a Loan

#### **B. Main Menu**

1. Transactions
2. Inquiries
3. Change PIN
4. Change Member

#### **C. Common Menu**

9. Repeat
- \*. Previous Menu
8. End Call
0. Member Services

#### **D. Transaction Menu**

1. Transfer Funds
2. Write a Check

#### **E. Inquiry Menu**

1. Balances on all accounts
2. Specific account info

#### **F. Change PIN Process**

#### **G. Change Member**

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#### **Most Common IDs**

Savings                    00  
Checking                90 or 91  
Line of Credit        94

