

24/7 Audio Response System Guide

281.398.9900 / 800.753.2428 Option 3

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

Most Common IDs

Savings	00
Checking	90 or 91
Line of Credit	94

