



# 24-Hour Telephone Account Access Menu Guide

## START

Call 810-235-0820 or Toll Free 800-677-4085

Enter your member number followed by [#]

Enter your PIN number followed by [#]

Enter a transaction code followed by [#]

### Account Type Codes:

Share Savings .....1	Special Savings .....22
Checking .....3 or 4	IRA Traditional Savings .....★ 80
Money Market/IDI .....10	IRA Roth Savings .....★ 81
Christmas Club .....★ 20	IRA Coverdell Education Savings .....★ 83
Vacation Club .....21	

★ Balance information only, cannot do account transfers.

If your account is past due or overdrawn, 24-Hour Telephone Account Access may not be available.

### Helpful Tips

- ✓ Use [\*] as a decimal point when entering dollars and cents
- ✓ Go from 24-Hour Telephone Account Access to a representative without having to hang up and dial again, by pressing [1] [0] [#] during business hours
- ✓ If the transaction is correct you will enter [1] [#], if incorrect you will enter [0] [#]
- ✓ To repeat current message enter [\*] or to repeat previous message enter [\*] [#]
- ✓ To disconnect from system when finished enter [0] [#] (A reference number will be provided)

### Activate New Security ATM Card or Change PIN Number

In order to activate your ATM Card, you must change the PIN number we provided you in the sealed mailer.

- ✓ Enter your member number (without leading 0's) followed by [#]
- ✓ Enter your 4 digit PIN number followed by [#] [7] [#]
- ✓ Then follow the instructions provided

### Transaction Codes:

Savings & Checking balances enter [1] [#]

Loan balances enter [2] [#]

Loan, Savings & Checking history enter [4 ] [#]

Personal Line of Credit available or advance by check enter [5] [#]

Dividends, certificate information or to cancel Security ATM Card or information on cancelling VISA® Credit Card or MasterCard® Check Card enter [6] [#]

Activate New Security ATM Card or change PIN number or switch to another authorized account enter [7] [#]

Transfers & Loan Payments enter [8] [#]

Savings or Checking withdrawal by check enter [9] [#]

Account histories or if a check cleared enter [1] [#]  
Loan history enter [2] [#]

Enter account type followed by [#] or to hear account types available enter [\*] [#]

Account history enter [1] [#]  
Check cleared enter [2] [#]  
Last direct deposit, payrolls or Social Security deposits enter [3] [#]

Dividends enter [2] [#]  
Certificate inquires enter [3] [#]  
To cancel a plastic card enter [4] [#]

Dividends  
Previous year enter [1] [#]  
Current year enter [2] [#]

Activate ATM Card or change PIN enter [1] [#]  
Switch to another authorized account enter [2] [#]

Savings & Checking transfers enter [1] [#]  
Loan to Savings transfers enter [5] [#]  
Member-to-Member transfers enter [6] [#]

Enter from which account type followed by [#] or to hear account types available enter [\*] [#]