

TellerLine

Note – Menu selections will differ depending on the accounts that a member has. For instance, if a member has a savings account and a loan, then the Inquiry menu will be: 1 – Savings, 2 – Loans. There will not be a selection presented for Checking or Investments for this member. Also, this member will not need to enter a number to identify the specific savings or loan account since they have only one of each. The menu is dynamic depending on the type of accounts that each member has.

Welcome to TellerLine

Please enter your 3-digit credit union ID

Please listen carefully as our menus have changed. You will need to enter the # sign on some responses.

Enter account number followed by the '#' sign

Enter PIN followed by the '#' sign

Main Menu

- 1 – Account Information
- 2 – Transfer Funds
- 3 - Change your PIN number
- 9 - To end the call

With Selection "1" Account Information, the next prompt is:

Inquiries

- 1 – Share Account Information
- 2 – Draft Account Information
- 3 – Loans Information
- 4 – Investments Account Information
- 0 – To return to the previous menu
- 9 – To end the call

If member has multiple share, multiple draft, multiple loan, or multiple investment accounts, a prompt will be given requesting the specific account they want. The account identifiers are:

| <u>Share</u> | <u>Checking</u> | <u>Loans</u> | <u>Investments</u> | |
|----------------------|------------------|--------------|--------------------|-------------|
| 1# – Share 1 | 7# – Checking 7 | 2# - Loan 2 | 10# – Inv A | 20# – Inv K |
| 8# – Club acct | 33# – Checking X | 3# - Loan 3 | 11# – Inv B | 21# – Inv L |
| 9# – Special savings | 34# – Checking Y | 4# - Loan 4 | 12# – Inv C | 22# – Inv M |
| 27# – Savings R | 35# – Checking Z | 5# - Loan 5 | 13# – Inv D | 23# – Inv N |
| | | 6# - Loan 6 | 14# – Inv E | 24# – Inv O |
| | | 28# - Loan S | 15# – Inv F | 25# – Inv P |
| | | 29# - Loan T | 16# – Inv G | 26# – Inv Q |
| | | 30# - Loan U | 17# – Inv H | |
| | | 31# - Loan V | 18# – Inv I | |
| | | 32# - Loan W | 19# – Inv J | |

Inquiry Sub-menu (Share, Draft, Loans, Investments)

- 1 - Repeat the last response
- 2 - Year-to-date dividend and interest totals
- 3 - History
- 4 - Select a different account
- 0 – To return to the previous menu

History Menu (Draft, Investments)

- 1 - The most recent transactions
- 2 - The most recent deposits
- 3 - The most recent withdrawals
- 4 - Other history

History Menu (Checking)

- 1 – To see if a specific draft has cleared
- 2 - The most recent drafts
- 3 - The most recent transactions
- 4 - The most recent deposits
- 5 - The most recent withdrawals
- 6 - Other history

History Menu (Loans)

- 1 - The most recent transactions
- 2 - Other history

Other History Menu (Share, Loans, Investments)

- 1 - Transactions prior to a specified date
- 2 - Electronic transactions
- 0 – To return to the previous menu

Other History Menu (Draft)

- 1 - Transactions prior to a specified date
- 2 – Checks cleared prior to a specified date
- 3 - Electronic transactions

Transfers

Select account type to transfer funds from:

- 1 - Share
- 2 - Draft
- 3 - Loans
- 4 - Investments
- 0 – To return to the previous menu

Select specific Share/Draft/Loan/Investment account to transfer funds from:

To select Account 1, press 1#
Account 7, press 7#

Select account type to receive funds:

- 1 - Savings
- 2 - Checking
- 3 - Loans
- 4 – Investments

Select specific savings/checking/loan/investment account to receive funds:
Press the appropriate number and the # sign to select the specific account.

To select Account 1, press 1#

Account 7, press 7#

Enter the amount you wish to transfer in dollars and cents followed by the # sign. The response will be:

| | | | | | |
|--------------------------------|-----------------|---|----|-----------------|---|
| You wish to transfer \$\$ from | Share | X | to | Share | X |
| | Draft | X | to | Share | X |
| | Loan | X | to | Draft | X |
| | Investment acct | X | to | Investment acct | X |

If this is correct, press 1

To cancel transaction and return to the previous menu, press 0

The response will be:

Transfer accepted!

"Receiving" account number X available balance is \$\$