

Telephone Teller Instructions

Phone Number: (260) 451-6436

Don't enter the # sign unless instructed to

Account Number: Your member number

PIN: Last 4 digits of your SSN

Share: 010

Checking: See Example Below

Secondary Share: See Example below

End call enter 98 from main menu

Example: If your share draft (checking) number is 5287654, your new account type is 524. We get that number by taking the first 2 digits combined with the last digit of your account number: 5287654. Similarly, your secondary share account number is a 5 digit number such as 12345. Your account type for secondary share accounts start with 04 and end with the last digit of your secondary account number. Therefore, your secondary share account with a number of 12345 would have an account type of 045.

Transaction codes for Telephone Teller

01 Transaction Menu

- 01 Share Account to Share Account Transfer
- 02 Share Account to Loan Transfer
- 03 Loan Advance to Share Account
- 04 Loan Advance to Check
- 05 Check Withdrawal from Share Account
- 06 Transfer to another member's Share Account
- 07 Transfer to another member's Loan
- ## To return to the Main Menu
- 99 Repeat options

02 Balance Inquiry Menu

- 01 Share Draft Account Balance
- 02 Share Account Balance
- 03 Loan Balance
- 04 Certificate Balance
- 05 IRA Balance
- ## To return to the Main Menu
- 99 Repeat options

03 Draft Inquiry Menu

- 01 Drafts Cleared, by Date Cleared
- 02 Last Draft Deposit
- 03 Drafts Cleared, by Draft Number
- ## To return to the Main Menu
- 99 Repeat options

04 History Menu

- 01 Share Draft Deposits
- 02 Share Account Deposits
- 03 Share Account Withdrawals
- 04 ATM Transactions
- 05 ACH Deposits
- 06 ACH Withdrawals
- 07 Payroll Deposits
- ## To return to the Main Menu
- 99 Repeat options

05 Dividend and Interest Menu

- 01 YTD Share Dividends Paid
- 02 YTD Loan Interest Paid
- 03 Prior Year Share Dividends Paid
- 04 Prior Year Loan Interest Paid
- 05 Last Share Dividend Paid
- ## To return to the Main Menu
- 99 Repeat options

06 Rates and Service Hours Menu

- 01 Lobby and Loan Hours
- 02 Drive-Up Hours
- 03 Voice Response Hours
- 04 Loan Rates
- 05 Share Account Rates
- 06 Draft Account Rates
- 07 Certificate and IRA Rates
- ## To return to the Main Menu
- 99 Repeat options

07 Other Options Menu

- 01 Calculate Loan Payoff Amount
- 02 Loan Amortization
 - 01 Calculate Payment Amount
 - 02 Calculate Amount You Can Borrow Based on a Payment Amount
- 04 Certificate Maturity Date
- 05 Marketing Information
- 07 Current Date and Time
- 08 Change PIN
- ## To return to the Main Menu
- 99 Repeat options