

# Telephone Teller Main Menu:

Log in using your account number and PIN number

## 1 Account Balance and Transaction History:

1. Current account balance
  - 1) Savings balance
  - 2) Checking balance
  - 3) Line of credit loan balance
  - 4) Balance—any other account
  - 5) List all active loans
2. History of deposits
  - 1) Direct deposit—Savings
  - 2) All deposits—Savings
  - 3) Direct Deposit—Checking
  - 4) All deposits—Checking
  - 5) All deposits—ANY suffix
3. History of withdrawals
  - 1) List of cleared checks
  - 2) ATM withdrawals—Savings
  - 3) ATM withdrawals—Checking
  - 4) ACH withdrawals—Savings
  - 5) ACH withdrawals—Checking
  - 6) ALL withdrawals—any suffix
4. Year to date dividends and interest
  - 1) YTD dividends—Savings
  - 2) YTD dividends—Checking
  - 3) YTD interest—Line of Credit
  - 4) YTD interest any Suffix
5. Current history of cleared checks
  - 1) List of cleared checks
  - 2) Single cleared check
6. List of all active loans
7. Complete history of all account transactions

## 2 Perform Transfers:

1. Perform fund transfers
  - 1) Transfer from savings to draft
  - 2) Transfer from draft to savings
  - 3) Advance from line of credit loan to draft
  - 4) Transfer between any two suffixes
  - 5) Transfer funds to another account
2. Check withdrawal
  - 1) Initiate check from savings
  - 2) Request check from draft
  - 3) Request check from any suffix

## 3 Calculate a Loan Payment

1. Calculate a loan payment
2. Calculate amount that can be borrowed
3. List all active loans

## 4 Special Services:

1. Change PIN number
2. Access a different account number
3. List all active loans

## 5 Hear Current Dividend/Interest Rates

## 6 Enter Loan Application

## 7 List of Action Codes

# Action Codes

- |    |   |
|----|---|
| 01 | Savings Account Balance                 |
| 02 | Draft Account Balance                   |
| 03 | Line of Credit Loan Balance             |
| 08 | List All Loans                          |
| 09 | Account Balance, Any Suffix             |
| 10 | Complete Account History                |
| 11 | Payroll/Direct Deposit History, Savings |
| 12 | Payroll/Direct Deposit History, Draft   |
| 13 | Stop Payment Add/Delete                 |
| 14 | Last Four Drafts                        |
| 15 | Single Cleared Draft                    |
| 16 | All Deposits, Savings                   |
| 17 | All Deposits, Draft                     |
| 19 | All Deposits, Any Suffix                |
| 21 | Transfer Funds, Savings to Draft        |
| 22 | Transfer Funds, Draft to Savings        |
| 28 | Transfer Funds to Different Account     |
| 29 | Transfer Funds, Any Two Suffixes        |
| 31 | Check Withdrawal, Savings               |
| 32 | Check Withdrawal, Draft                 |
| 39 | Check Withdrawal, Any Suffix            |
| 41 | YTD Dividends, Savings                  |
| 42 | YTD Dividends, Draft                    |
| 43 | YTD interest, LOC Loan                  |
| 49 | YTD Dividends/Interest, Any Suffix      |
| 51 | ATM Withdrawals, Savings                |
| 52 | ATM Withdrawals, Draft                  |
| 53 | ACH Withdrawals, Shares                 |
| 54 | ACH Withdrawals, Draft                  |
| 59 | All Withdrawals, Any Suffix             |
| 90 | Switch Prompting Mode                   |
| 93 | Change PIN                              |
| 94 | Calculate Loan Payment Amount           |
| 97 | Change to New Account Number            |
| 98 | Play/Help Information                   |
| 99 | End Call                                |

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## First Time Access

1. Enter your account number and press '#'
2. Enter your SSN
3. Enter your new 4 digit PIN

You will hear the message "Your personal account identification number has been defined."

You will then be prompted to reenter your account number and pin to begin your call.

Press '9' anytime for assistance

Press '\*' to return to the Main Menu