

24-Hour Teller Helpful Tips

Entering your Member Number and PIN

Your member number is the same as your account number. Enter the member number when prompted and then wait for the PIN prompt before entering your PIN. (On the old system you entered them together)

What is an Account ID number?

It is the two digit number assigned to each of your accounts. For example, your prime share is 00 and your checking is either 01 or 02. Each savings or loan product has an Account ID number. If you do not know your account ID numbers, you can find a list under Account Information. Be careful not to enter the menu prompts too fast, the new system is more sensitive than the old one.

MAIN MENU – Press 2 for Account Information, and then press 2 for a list

Changing your PIN

If you want to change your PIN, it can be any 4 digit numbers as long as it is different than the PIN you used previously. For security reasons you can't reuse a PIN.

MAIN MENU – Press 1 for Account Management, and then press 2 to change your PIN

How do I get my account balance?

Balance information is available under the option Account Information. It will provide you the current balance and available balance (amount minus any holds) and payment information on any loans.

MAIN MENU – Press 2 for Account Information, and then press 1 for Account Balance

How do I find out what checks or deposits have cleared?

In the old system, the account history gave you everything together: deposits, withdrawals, and checks. On the new system you can still hear the entire history or you can narrow your search to just the items you want, like deposit, withdrawals, or ATM transactions. You can then search by date (s), amount/amount range, or check numbers.

MAIN MENU – Press 2 for Account Information, and then press 2 for Account History

How do I activate my Debit Card?

MAIN MENU – Press 1 for Account Management, and then press 1 to activate. Enter the last 4 digits of your SSN if prompted

How can I do a transfer?

You can perform an immediate transfer of funds or you can schedule a transfer to happen sometime in the future. Transfers can be done just one time, monthly, once every two weeks, semi-monthly (on two specific dates) or every week. You can also listen to any transfers you set up for future dates or delete them.

MAIN MENU – Press 3 for Transfers and then press 1 for a one time only transfer. Listen for the other options.

How do I have a check sent to me?

MAIN MENU – Press 5 for Share or Loan Withdrawal

Do you have function Keys?

Press 0: Will transfer you to a service representative

Press *: Takes you back to previous menu

Press #: Will repeat menu option