



## **TRUSTY TELLER 24/7 Account Access**

Trusty Teller is your link to financial convenience 24 hours a day, 7 days a week. You may use Trusty Teller to access your account by using a touch-tone phone anywhere in the USA, any time. Whether you are at home, the office, or on vacation, you can:

- Obtain account balances & histories
- Verify deposits & cleared checks
- Transfer funds within your account
- Obtain current loan & savings rates
- Withdraw funds from your savings or checking accounts
- Request a Line-of-Credit loan advance
- Request Year-to-date dividend & interest information

## **TRUSTY TELLER Quick Reference**

### **Getting Started**

- 1 To begin using Trusty Teller, dial 303-436-0440 or 1-800-293-0072 from any touch-tone phone.
- 2 After the greeting, enter your White Crown account number followed by the pound (#) sign.
- 3 Enter your four-digit personal identification number followed by the pound (#) sign.
- 4 Now you may use Trusty Teller to conduct your credit union business at your convenience. For further assistance, please call a Member Service Representative during regular business hours.

### **Customizing Your Personal Identification Number:**

- 1 Press 7 for Additional Options
- 2 Press 2 for Change Preferences
- 3 Press 1 for Change PIN#
- 4 Enter your new four-digit PIN (0010-9998 only)

*\* In Expert Mode press 74# to change your pin*

### **Changing from Menu Mode to Expert Mode:**

- 1 Press 7 for Additional Options
- 2 Press 2 for Change Preferences
- 3 Press 2 for Change to Expert Mode

*\* In Expert Mode press 75# to switch to Menu Mode*

**TRUSTY TELLER Account Access Menu Codes**

Balance Inquiries - Press 1 then -

Any Share Balance	1
Checking Balance	2
Loan Balance	3
List of Open Shares	4
List of Open Loans	5
To Return to Main Menu	#

History Inquiries - Press 2 then -

Any Share History (Debit Card)	1
Deposit History	2
Loan History	3
Last Payroll Deposit	4
Recent Transaction History	5
Check History	1
ATM History	2
ACH History	3
Payroll History	4
Loan Payment History	5
To Return to Main Menu	#

Checking Information - Press 3 then -

Checking Balance	1
Check Clearance History	2
Specific Check Clearance	3
Range of Check Clearance	4
Check Stop Payment (\$20 Fee)	5
Check Reorders	6
To Return to Main Menu	#

Transfers - Press 4 then -

Primary Share to Checking	1
Checking to Share	2
Share to Share	3
Line of Credit to Share	4
Line of Credit to Checking	5
Share to Loan	6
Checking to Loan	7
To Return to Main Menu	#

Loan Information - Press 5 then -

Loan Balance	1
Open Loan List	2
Loan Payment History	3
Loan Payoff Amount	4
Loan Payment Amount/Due Date	5
Line of Credit Advance (Total by Month)	6
To Return to Main Menu	#

Check Withdrawal - Press 6 then -

From Shares	1
From Checking	2
From Line of Credit	3
To Return to Main Menu	#

*(Minimum withdrawal of \$25.00 is required; checks will be mailed the next business day to the current address on the account)*

Additional Options - Press 7 then -

Year to Date Information	1
IRA Contributions	1
Dividends Paid	2
Interest Paid	3
Change Preference	2
Change PIN Number	1
Change to Expert Mode	2
Change Language	3
Rates and Additional Information	3
Current Promotions	1
Loan Rates	2
Share Rates	3
Certificate Rates	4
IRA Rates	5
Business Hours	6
Holiday Closures	7
To Return to Previous Menu	#

To end the call at any time press asterisk \*

## TRUSTY TELLER Expert Mode Codes

### Balance Inquiries

Any Share Balances	11#
Checking Balance	12#
Loan Balance	13#
List of Open Shares	14#
List of Open Loans	15#

### History Inquiries

Any Share History	21#
Deposit History	22#
Loan History	23#
Last Payroll Deposit	24#
ATM Transactions	25#
ACH Transactions	26#
Payroll History	27#

### Checking Information

Checking Balance	12#
Check Clearance History	31#
Specific Check Clearance	32#
Range of Cleared Checks	33#
Check Stop Payment (\$20 Fee)	34#
Check Reorders	35#

### Account Transfers

Primary Share to Checking	41#
Checking to Share	42#
Share to Share	43#
Line of Credit to Share	44#
Line of Credit to Checking	45#
Share to Loan	46#
Checking to Loan	47#

### Loan Information

Loan Balance	13#
List of Open Loans	15#
Loan Payment History	23#
Loan Payoff Amount	51#
Loan Payment Amount/Due Date	52#
Line of Credit Advance by Month	53#

Check Withdrawal\*

From Shares 61#  
From Checking 62#  
From Line of Credit 63#

Additional Options

IRA Contributions 71#  
Dividends to Date 72#  
Interest to Date 73#

Change Preferences

Change Access Code 74#  
Change to Menu Mode 75#  
Change Language 76#

Additional Information 77#

Current Promotions 1  
Loan Rates 2  
Share Rates 3  
Certificate Rates 4  
IRA Rates 5  
Business Hours 6  
Holiday Closures 7  
To End The Call 99#



### **Trusty Teller/Internet Branch Helpful Hints:**

- You may switch to the Expert Mode in order to use short-cut codes (see reverse right panel for code list). From the Menu Mode, press 7 for Additional Options, then press 2 for Change Preferences, and press 2 for Change to Expert Mode
- You have up to 10 minutes per call to complete your transactions. You may call as many times as you need to complete all of your transactions.
- Enter dollar amounts without decimals (\$20.00=2000)
- To end your call at any time from the Menu Mode, press the asterisk (\*). From the Expert mode, press 99#.
- To process your selection, press the pound sign (#) after each entry or answer as required.
- There is a \$25.00 minimum for transfers or check withdrawals from your Line of Credit.
- Check withdrawals are made payable to the primary person on the account, mailed to the current address listed on the account. Checks are mailed the next business day. There is a minimum withdrawal of \$25.00.
- You may need to know your Share or Loan ID number to conduct certain transactions. You can obtain your ID numbers by going to the Balance Inquiry menu then to List of Open Shares or Loans for a complete list of your account ID numbers.