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AUTOMATED TOUCH TONE TELLER

OUR TOUCH TONE TELLER IS AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK. PLEASE CALL 330-745-0259

DEFINITION OF A SUFFIX ACCOUNT: On several occasions the voice unit will ask you what "suffix" you wish to access. The touch tone will give you a list of each suffix tied to your account by pressing the pound sign. Your Share/Savings will always be a suffix account "00". For a Share Draft/ Checking account the suffix account may be a "09", "10", "29", etc. Your Loans may be "50", "51", "52", etc. Travel accounts are normally 07 and Christmas Club 08.

- A) PRESS 1 TO ACCESS MEMBER ACCOUNT(INPUT YOUR SHARE/SAVINGS ACCOUNT NUMBER & 4 DIGIT PIN)**
- 1. For Share account information press 2**
 - Enter Suffix of account you wish to access
 - For current balance press 1
 - For last 5 transactions press 2
 - 2. For Loan account information press 3**
 - Enter Suffix of loan you wish to access
 - For current balance press 1
 - For last 5 transactions press 2
 - 3. To Transfer for Withdrawal Funds press 4**
 - To transfer between Share accounts press 1
 - To request a check press 2
 - To transfer to make a loan payment press 3
 - 4. To change your personal identification number press 8**
- B) TO HEAR CURRENT SHARE AND LOAN RATES PRESS 2**
1. To hear Share dividend rates press 1
 2. To hear certificate of deposit rates press 2
 3. To hear loan rates press 3
 4. Press STAR to repeat
- C) TO HEAR CREDIT UNION HOURS OF OPERATION PRESS 3**