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