

Phone Teller

Here's How the PHONE TELLER Works:

Using our Phone Teller is simple when you remember the following guidelines. To access your account dial:

433-8350

We will answer and say, "Thank you for calling Members First Credit Union Phone Teller. Please enter your account number followed by the # sign".

If your primary savings account number is 99,999-00 you would input this: 9999900#

"Thank you for using your audio system. You will be required to enter your personal access code. If you have an ATM card with us, you may want to use the same access code. Please enter your new access code followed by the # sign."

If your personal access code is 1234, then you would enter: 1234#

The auto attendant will respond, "Please enter your social security # for verification followed by the # sign". (You will only be prompted for this the first time you call in.)

You would enter your complete social security number followed by the # sign.

The auto attendant will confirm your new access code and prompt you to press 1 to process or 9 to cancel.

You will then hear options from the MAIN MENU.

Transaction Codes (Sub-menu)

Balance Inquiry Menu

- For open share list, press 1
- For open loan list, press 2
- For savings balance, press 3
- For checking balance, press 4
- For share balance, press 5
- For loan balance, press 6
- To go back to the previous menu, press #
- To speak to an operator, press 0
- To end the call, press *

History Inquiry Menu

- For last deposit, press 1
- For last payroll deposit, press 2
- For share history, press 3
- For loan history, press 4
- For deposit history, press 5
- For recent transaction activity, press 6
- To go back to the previous menu, press #
- To speak to an operator, press 0
- To end the call, press *

Transfer Menu

- For share to share transfer, press 1
- For share to loan transfer, press 2
- For loan to share transfer, press 3
- For savings to checking transfer, press 4
- For checking to savings transfer, press 5
- For loan to savings transfer, press 6
- For loan to checking transfer, press 7
- For savings to loan transfer, press 8
- For checking to loan transfer, press 9
- To go back to the previous menu, press #
- To speak to an operator, press 0
- To end the call, press *

Checking Information Menu

- For checking balance, press 1
- For check number inquiry, press 2
- For checking history, press 3
- For check number range, press 4
- To go back to the previous menu, press #
- To speak to an operator, press 0
- To end the call, press *

Loan Information Menu

- For loan balance, press 1
- For open loan list, press 2
- For loan payment inquiry, press 3
- For loan payment history, press 4
- For loan payoff amount, press 5
- For loan balance on a specific date, press 6
- For loan advance total, press 7
- To go back to the previous menu, press #
- To speak to an operator, press 0
- To end the call, press *

Credit Card Menu

- For information on your credit card, press 1
- To make a credit card payment, press 2
- To go back to the previous menu, press #
- To speak to an operator, press 0
- To end the call, press *

Additional Options Menu

- For YTD information, press 1
- To change preferences, press 2 (use this option to change your access code)
- For a different account, press 3
- To go back to the previous menu, press #
- To speak to an operator, press 0
- To end the call, press *

Phone Teller

Main Menu

Toll Free - (877) 433-8350
Website - www.MembersFirstFL.org

- For balance inquiries, press 1
- For history inquiries, press 2
- For transfers, press 3
- For checking information, press 4
- For loan information, press 5
- For credit card inquiries, press 6
- For additional options, press 7
- Go back to previous menu, press #
- To speak to an operator, press 0
- To end the call, press *

Transaction codes are listed on the back of this page.