800-267-0286

How to Use the Touchtone Banking System

As part of our commitment to provide the best possible service, Beacon Credit Union offers its members 24 hour telephone banking access.

You'll find this system easy to use for two reasons:
You may to make selections using your telephone keypad, or voice activated commands.
It also provides easy-to-follow directions to guide you through each menu.

Using the Main Menu

When you call Touchtone Teller, you hear seven main menu options. **For account transactions and inquiries (balances, interest, payments, etc.,) you'll always be asked to enter your member number and PIN before proceeding**

1. Select Account-select a specific account
2. Transfer Funds-Transfer funds between share accounts and make loan payments
3. All Account Balances-access account balance information on all accounts
4. General Information-branch locations, hours and ATM information
8. More Choices-select to change PIN #
9. Merchant Verification

Quick Tips

- **Use** the same phone number you use to call the Credit Union and select Option 1
- **Press *** to repeat an option you just heard
- **Press #** to move back to the previous menu
- **Press 0** to speak to a Credit Union Contact Center Associate during normal business hours (8:30a.m. to 5:00 p.m.)
- **When entering dollar amounts**, use * to represent the decimal point. For example, to enter an amount of $100.50, enter 100*50
- **To access account information** always have your account number and PIN handy

How do I . . . ?

Using Voice Commands or Pressing appropriate numeric options follow these basic instructions to access your accounts and complete the most common transactions.

Select Specific Account to work with

Say or Enter Member Number and PIN
Select account you wish to work with (Draft=Checking; Share=Savings; Certificates; Loans) you'll automatically hear: balance, available balance, and last transaction
You will then have the option to:

Press # for More cleared checks ** this option may not function properly, please listen for the next set of options
Say or Press 1 Account Summary
Say or Press 2 **More details**
Say or Press 3 Transfer funds between accounts
Say or Press 4 Work with another account

More details Options:

Say or Press 1 All transactions
Say or Press 2 Checks cleared
Say or Press 3 Deposits
Say or Press 4 Withdrawals
Say or Press 5 ACH transactions
Say or Press 6 More choices
Say or Press 1 Debit/check card transactions
Say or Press 2 Interest Paid (current and prior year)
Say or Press 3 Specific check paid

Follow voice prompts to complete transaction selected

Transfer Funds

Select account you wish to work with
(Share=Savings; Draft=Checking; Loans)
Follow voice prompts to enter information on accounts using voice commands or by pressing your selection on your touchtone phone
Select account funds to come from
Select account funds to go to
Confirm your information

Changing your PIN

Say or Press 8 at the main menu
Say or Press 3 for change PIN
- then follow voice prompts

Account Names/Titles you will hear

Draft/Checking:	Net Direct Checking or Interest Advantage Checking
Share/Savings	Passbook Savings or Savings Plus