

How to Use Touchtone Teller

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

This system is dynamic and will only provide available options based on your current products. As you add or remove products, the menu options will change accordingly.



What options are available?

- **Account Information**
 - Account Balances
 - Recent transactions
 - Interest Information
 - Checks by date cleared
- **Services**
 - Loan Payments
 - Transfers

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 9 to move back to the previous menu
- Press 0 to speak to a Credit Union Contact Center Associate during normal business hours (Monday - Friday 8:30am to 5:00pm, Saturday 9:00am to 12:00pm)
- When entering dollar amounts, there will be no decimal. For example, to enter \$100.50, enter 10050.
- You can access your accounts by using your Social Security Number, Member Number or one of your account numbers. You will also need to enter your PIN.

More Information

- To access financial calculators go to:
<https://www.beaconcu.org/financial-help/#financial-calculators>
- To access loan rates go to:
<https://www.beaconcu.org/loan-rates/>
- To access savings rates go to:
<https://www.beaconcu.org/savings-rates/>
- Business hours and locations go to:
<https://www.beaconcu.org/branch-atm-locations/>
- To close a card call 800 762 3136 during regular business hours

