

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 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