

# INTRODUCING AUTOMATED PHONE BANKING **FAST LANE**

Our **24/7 Automated Phone Banking** helps to make your financial management easier and more convenient by allowing you to obtain your checking or savings account balances, make loan payments, transfer funds, and more!

We have enhanced our Automated Phone Banking to offer a new feature we call, **Fast Lane**. **Fast Lane** gives you the ability to skip the full-menu prompts and go straight to the options our members utilize most frequently.

To enroll in **Fast Lane**, please call our Contact Center at (800) 748-0451 or visit any of our branches today!

## HOW TO USE AUTOMATED PHONE BANKING **FAST LANE**

1. Once enrolled, dial 800-234-5884 to access Automated Phone Banking.
2. You will use your Fast Lane Access Code to launch the Fast Lane mode.
3. The Fast Lane mode will provide the following prompts every time you access your Automated Phone Banking.

### BALANCE INQUIRIES (AVAILABLE, CURRENT, AND LAST DEPOSIT):

PRESS 50 for Checking  
PRESS 51 for Credit Card  
PRESS 52 for Savings Account

### TRANSFER FUNDS FROM/TO:

PRESS 60 for Savings to Checking  
PRESS 61 for Checking to Savings

### PAYMENTS (IMMEDIATE):

PRESS 70 to Make a Loan Payment  
(Upon prompt, select which loan or credit card you would like to pay, and which share you would like your payment to come from.)

### ACCOUNT HISTORY:

PRESS 80 for Last Cleared Checks  
PRESS 81 for Last 5 Checking Transactions  
PRESS 82 for Last 5 Credit Card Transactions

## QUICK TIPS FOR **FAST LANE**:

1. To switch account numbers press **9** then **\***.
2. To launch the full Automated Phone Banking menu (listed to the right), press **#** then **\***.
3. To end the Automated Phone Banking call, simply hang up.



## FULL AUTOMATED PHONE BANKING MENU

### PRESS 1 OR SAY - ACCOUNT BALANCE

#### ACCOUNT BALANCE INQUIRY MENU

PRESS 1 OR SAY Checking  
PRESS 2 OR SAY Savings  
PRESS 3 OR SAY Loan Accounts  
PRESS 4 OR SAY Credit Card

### PRESS 2 OR SAY - ACCOUNT HISTORY

#### ACCOUNT HISTORY INQUIRY MENU

PRESS 1 OR SAY Checking  
PRESS 2 OR SAY Savings  
PRESS 3 OR SAY Loan Accounts  
PRESS 4 OR SAY Credit Card

### PRESS 3 OR SAY - TRANSFER FUNDS OR MAKE A PAYMENT

#### FUNDS TRANSFER MENU

PRESS 1 OR SAY Transfer Funds Immediately  
PRESS 2 OR SAY Payments  
PRESS 3 OR SAY Hear Existing Scheduled Transfers  
PRESS 4 OR SAY 4 for Delete an Existing Transfer

### PRESS 4 OR SAY - SHARE OR LOAN WITHDRAWAL

#### SHARE OR LOAN WITHDRAWAL MENU

Menu will Vary Based on Account

### PRESS 5 OR SAY - CARD SERVICES

#### CARD SERVICES MENU

PRESS 1 OR SAY Activate Credit Card  
PRESS 2 OR SAY Deactivate or Report Card Lost or Stolen

### PRESS 6 FOR MERCHANT VERIFICATION

### PRESS 7 OR SAY MORE OPTIONS

#### MORE OPTIONS MENU

PRESS 1 OR SAY Change Your Access Code  
PRESS 2 OR SAY Future Data Transactions  
PRESS 3 OR SAY Credit Union Information