



## NAVIGATING THE NEW TELEPHONE BANKING SYSTEM

**Step 1: Dial (800) 352-7424 or  
(214) 357-2676**

**Step 2: Choose your Language**

Press 1 for English

Press 2 for Spanish

**Step 2: Enter your Acct. Info**

Enter your account number

Enter your PIN number

**Step 3: Listen and Choose**

## MAIN MENU

1. To Access Your Accounts
  1. Checking Accounts
  2. Savings Accounts
  3. Transfers & Withdrawals
  4. Loans
  5. Certificates & IRA's
  6. Credit Cards
  7. Other Services
3. Sample Payment Calculator

## NAVIGATION PROMPTS

8. To end the call
9. Return to previous menu
- \* To hear your choices again
- O. To Transfer to the Operator

## MENU OF SERVICES

Press "1" To Access Your Account

### 1. Checking Account

*Your Balance will be spoken automatically*

#### 1-Deposit Information

- 1-Last Deposit Inquiry
- 2-Last 5 Deposits
- 3-ACH/Payroll Deposits

#### 2-Account Activity

- 1-Last 5 Withdrawals
- 2-Last 5 Checks Cleared
- 3-Last 5 Transactions
- 4-Specific Check Clear
- 5-YTD Dividends
- 6-Prior YTD Dividends
- 7-Electronic Transactions
  - 1-Point-of-Sale Transactions
  - 2-ATM Transactions
  - 5-ACH Transactions

#### 3-Stop Payments

#### 4-YTD Dividends

#### 5-Prior YTD Dividends

### 2. Savings Account

*Your Balance will be spoken automatically*

#### 1-Deposit Information

- 1-Last 5 Deposits
- 2-ACH and Payroll Deposits

#### 2-Account Activity

- 1-Last 5 Withdrawals
- 2-Last 5 Transactions
- 3-YTD Dividends
- 4-Prior YTD Dividends
- 5-ATM Transactions

### 3. Transfers & Withdrawals

#### 1-Same Account Transfers

- 1-Share to Share
- 2-Share to Loan
- 3-Loan to Share
- 4-Share to Credit Card
- 5-Credit Card to Share
- 6-Cross Account

#### 2-Cross Account Transfers

- 1-To Transfer to Another Member's Share Account
- 2-To Transfer to Another Members Loan
- 3-To Transfer from your Loan to Another Members Account
- 4-Share to Credit Card
- 5-Credit Card to Share

#### 3-Withdrawal by Check

- 1-For Withdraw by check from share account
- 2-For Withdraw by check from Loan

### 4. Loans

- 1-Loan Inquiries
  - 1-Balance
  - 2-Payment Information
  - 3-Finance Charge
  - 4-Last 5 Transactions
- 2-Loan Payoff Inquiries

### 5. Certificates & IRA's

- 1-Balance
- 2-Dividend Rate and Maturity Date
- 3-Last Five Deposits
- 4-YTD Dividends
- 5-Prior YTD Dividends

### 6. Credit Cards

- 1-Balance and amount available
- 2-Last 5 Transactions
- 3-Payment Information
- 4-Today's Payoff

### 7. Other Services

- 1-Change your PIN
- 2-Apply for a Loan
- 3-To speak to a Representative
- 4-To access another account