



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
- 2-Account Activity
- 3-Stop Payments
- 4-YTD Dividends
- 5-Prior YTD Dividends

2. Savings Account

Your Balance will be spoken automatically

- 1-Deposit Information
- 2-Account Activity

3. Transfers & Withdrawals

- 1-Same Account Transfers
- 2-Cross Account Transfers
- 3-Withdrawal by Check

4. Loans

- 1-Loan Inquiries
- 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

Press "3" for a Sample Payment Calculator



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



**Southwest Airlines
Federal Credit Union**
"Service you can trust"

BRANCH INFORMATION NUMBERS

DALLAS
800-262-5325

HOUSTON
800-262-5468


PHOENIX
800-262-5749

MESQUITE
972-270-1800

EULESS(HEB)
817-267-3041

BRANCH INFORMATION MENU



1. 
2. Card Services
3. Real Estate
4. Member Services
5. Collections
6. Branch Information
0. Operator
- * Repeat your Options



"NO PROBLEM"
BANKING ON-THE-GO