

PHONEONE

TELEPROMPTER GUIDE

(703) 823-5211 | (800) 424-3334

1. Savings Account

1. Deposits
 1. Last 5 deposits
 2. ACH/ Payroll deposits
2. Account Activity
 1. Last 5 withdrawals
 2. Last 5 transactions
 3. ATM transactions
 4. Year to date dividends
 5. Prior year to date dividends
3. Year to date dividends
4. Prior year to date dividends

2. Checking Accounts

1. Deposits
 1. Last check deposit
 2. Last 5 deposits
 3. ACH/ Payroll deposits
2. Account Activity
 1. Last 5 withdrawals
 2. Last 5 transactions
 3. Last 5 checks cleared
 4. Specific check cleared
 5. Electronic transactions
 6. Year to date dividends
 7. Prior year dividends
3. Stop Payment Information
4. Year to Date Dividends
5. Prior Year to Date Dividend

3. Transfer and Withdrawals

1. Transfer
 1. Share to share
 2. Share to loan
 3. Loan to share
 4. Last 5 transactions
2. Withdrawal by Check
 1. Withdrawal from share account
 2. Withdrawal from loan

4. Loans

1. Loan Inquiry
 1. Balance and amount available
 2. Payment information
 3. Year to date finance charge
 4. Last 5 transactions
2. Loan payoff

5. Certificates

1. Balance
2. Dividend rate and maturity date
3. Last 5 deposits
4. Year to date dividends
5. Prior year to date dividend

6. Additional Information

1. Change your PIN
2. Speak to a representative
3. Access another account number

Legend

- Press 8 - To end the call
Press 9 - Return to the previous menu
Press * - Repeat choices
Press 0 - Member Service Representative

Call Center Hours

Monday through Friday - 8:00 am – 6:00 pm

Saturday - 9:00 am – 2:00 pm

