

Overview of the Information Available on UCU Fone-Teller

Step 1: Call UCU Fone-Teller at **(310) 473-2609**.

Step 2: Press 1, 2 or 3 for the information you want to obtain:

Main Menu

1. Account Access

Access to your accounts and the Loan Calculator.

Enter Account Number and eBanking PIN, followed by the pound (#) sign.

2. Rates

Loan, Checking, Savings and Certificate rate information

3. UCU Information

Credit Union hours, location information and holiday schedules

If you pressed 2 or 3, an eBanking PIN is not required.
Press "*" to back up to the main menu.

Step 3: If you pressed 1, you will continue to the next options for obtaining account access.

"Account Access" Menu Choices

1 **Inquiries**, including balances, recent transactions, loan payment information, payroll deposit information and dividends

- 1) Checking
- 2) Savings*
- 3) Loans*
- 4) Share Certificates*
- 5) IRA
- 6) Tax Information
- 7) Hold Inquiries

**The menu for options 2-4 are similar to the Checking Menu.*

2 **Transactions**

- 1) Transfer and Payments
 - Savings to Savings
 - Loan Payments
 - Loan (Line of Credit) to Share
- 2) To Have a Check Mailed
 - Savings Withdrawal
 - Line of Credit Loan Add-on

All transactions are completed immediately.

3 **New Loan Rates, Loan Calculator or Account Rates**

- 1) Loan Calculator
- 2) Saving, Loan and Certificate Rate Information

4 **Change Personal Identification Number**

Checking Menu

- 1) Balance information
- 2) Check clearing inquiries
 - List of current checks paid
 - Specific checks paid
 - Range of recent checks paid
- 3) Transaction inquiries deposits, withdrawals, or all transactions, including ATM, POS (Point of Sale), Fone-Teller, Home Branch and branch transactions.
- 4) Dividend inquiries

Fone-Teller Tips

- Account number: 3-6 digit number
(can be found on your periodic statement)
- Account suffix:
 - Main Savings Account suffix: 1
 - Main Checking suffix: 9(Refer to your periodic statement for your account suffixes)
- To back up one step, press * key
- To repeat menu choices, press # key
- When expressing a dollar amount, always enter the dollars and cents. For \$25.00, press 2500
- For quick access to your account information, press 1 as soon as Fone-Teller answers your call
- When inquiring about account balances, Fone-Teller will automatically give your checking account balance first, if applicable, followed by your savings account balance.
- When a transfer or withdrawal has been completed, Fone-Teller will say "transaction complete."