

Teller Phone Guide



855-502-8179

Set Up:

- After dialing the number above, you will be given a local access number. Please dial that number and continue.
- Follow the prompts to enter your savings account number and password.
- Now you have secure access to your UCU account(s) from your phone!

Features:

- Easy-to-use mobile access to your credit union accounts.
- The CU service you expect - 24/7!
- “Expert mode” simplifies the call flow for frequent users.
- Enhanced security features.

Teller Phone Access Codes

Main Menu

Press 1 for **Account Balance**
Press 2 for **Account History**
Press 3 for **Funds Transfers**
Press 4 for **Account Mgmt.**

Menu 1 (Account Balance)

Please select one of the following account types

Press 1 for **Checking Account**
Press 2 for **Savings Account**
Press 3 for **Certificate and IRA**
Press 4 for **Loan Account**
Press 5 for **Credit Cards**
Press 6 for **Clubs**

Menu 2 (Account History)

Please select one of the following account types

Press 1 for **Checking Account**
Press 2 for **Savings Account**
Press 3 for **Certificate and IRA**
Press 4 for **Loan Account**

Menu 3 (Funds Transfers)

Press 1 to **Transfer Funds Immediately**
Press 2 to **Schedule a Funds Transfer**
Press 3 for **Payments**
Press 4 to **Hear Existing Scheduled Transfers**
Press 5 to **Delete an Existing Transfer**

Menu 4 (Account Mgmt.)

Press 1 for **Stop Payment Activities**
Press 2 to **Change PIN**
Press 3 for **Future Dated Transactions**

Checking History

Please select one of the following search options

Press 1 for **All Transactions**
Press 2 for **Last 5 Transactions**
Press 3 for **Withdrawals**
Press 4 for **Deposits**
Press 5 for **ATM Transactions**
Press 6 for **Check Number**
Press 7 for **Amount**
Press 8 for **Date**

Savings History

Please select one of the following search options

Press 1 for **All Transactions**
Press 2 for **Last 5 Transactions**
Press 3 for **Withdrawals**
Press 4 for **Deposits**
Press 5 for **ATM Transactions**
Press 6 for **Amount**
Press 7 for **Date**

Certificate & IRA Account

Please select one of the following search options

Press 1 for **All Transactions**
Press 2 for **Last 5 Transactions**
Press 3 for **Withdrawals**
Press 4 for **Deposits**
Press 5 for **ATM Transactions**
Press 6 for **Check Number**
Press 7 for **Amount**
Press 8 for **Date**

Loan History

Please select one of the following search options

Press 1 for **All Transactions**
Press 2 for **Last 5 Transactions**
Press 3 for **Payments**
Press 4 for **Advances**
Press 5 for **Amount**
Press 6 for **Date**

Help

At any time during this call you can do the following:

Press (1*) for **Help**
Press (3*) for the **Main Menu Options**
Press (#) to **repeat the Menu Options**
Press (*) to **hear the Previous Menu**
Press (8*) to **use Voice Recognition**
Press (9*) to **Change Account Number**

Please note that the account options will depend on your personalized account information