

Access-24

Phone Banking

972-487-1234
1-800-543-2827

- 1) Enter member number, followed by the pound (#) key.
- 2) Enter Access Code, followed by the pound (#) key.
- 3) Enter Service Code, followed by the pound (#) key or "O" for Menu Option, followed by the pound (#) key.
- 4) To cancel a transaction, enter the asterisk (*) key followed by the pound (#) key.
- 5) To exit ACCESS-24, enter "99", followed by the pound (#) key.

HELPFUL HINTS

- Always enter the pound (#) key after each entry (member number, service code, account number, dollar amount, etc.)
- Always wait for ACCESS-24 to repeat your transaction to you, then enter the pound (#) key to complete the transaction.
- To cancel a transaction, enter the asterisk (*) key followed by the pound (#) key.
- When entering dollar amounts, remember to enter the full dollar amount, including cents and omit the decimal point. **Example: \$50.00 would be entered as 5000#.**
- To end an ACCESS-24 session, enter "99," followed by the pound (#) key.
- Access-24 code also can be used to initiate ACU's Internet Home Banking service.
- Your "account" number is different from your "member" number. Primary savings is "account" 01; most checking accounts are 02; Christmas Club is 04; and Vacation Club is 22. For other accounts, such as loan numbers, please refer to your statement.
- Phone Banking Transactions are identified on your statement by the phrase "Telephone Service."

Service Codes

<u>Code</u>	<u>Service</u>
0	Menu Option
7	Account History
8	Deposit History
9	Withdrawal History
11	Savings Account Balance
12	Checking Account Balance
13	Last Checks Paid
14	Checks Paid on Primary Checking Account
15	Other Account Balance
16	Loan Balance
17	Specific Check Paid
18	Interest Paid on Account
19	Interest Paid on Loan
20	Another Member Number
*21	Transfer Savings to Checking
22	Transfer Checking to Savings
*27	Account to Account Transfer
28	VISA to Account
29	Cross Member Transfer
31	Check Withdrawal from Savings (To Be Mailed)
34	Check Withdrawal from Specific Account (To Be Mailed)
41	Loan Payment from Savings
42	Loan Payment from Checking
45	Loan Payment
80	Repeat Last Response
99	End Session

*No more than six (6) transfers by telephone may be made from any savings account or money market account per calendar month.

