

24-Hour Teller Menu Options

The system's default is **Voice** Response

Press **1** to use **Touch Tone**

1. Account Balance and History

Account Balance Info.....press or say **1**

Account History.....press or say **2**

Main Menu.....press or say **3**

2. Change PIN

Change PIN.....press or say **1**

Main Menu.....press or say **2**

3. Funds Transfer

Transfer Funds.....press or say **1**

Hear Existing

Scheduled Transfers.....press or say **2**

Delete an

Existing Transfer.....press or say **3**

Main Menu.....press or say **4**

4. Interest Rates

CD Specials press or say **1**

5. Stop Payments

Stop a Payment.....press or say **1**

Stop Payment Inquiry.....press or say **2**

Main Menu.....press or say **3**

6. Share or Loan Withdrawal

Checking Account.....press or say **1**

Savings Account.....press or say **2**

Loan Account.....press or say **3**

Main Menu.....press or say **4**

7. Pending Transactions

Hear Pending

Transactions.....press or say **1**

Main Menu.....press or say **2**

8. Activate a Card

Activate a Debit Card.....press or say **1**

Main Menu.....press or say **2**

Additional Options

For Operator.....press or say **0**

Repeat an Option.....press #

Previous Menu.....press *



To access the 24-Hour Teller:

Toll-Free: 1-877-24TELLER (1-877-248-3553)

In Madison: 608-241-2192

24- HOUR TELLER HELPFUL HINTS:

Entering Member Number & PIN

Your member number is the same as your account number. Enter the number when prompted then WAIT for the prompt to enter your PIN.

Account ID Numbers

Your account ID number is the two-digit number following your member number that identifies each savings or loan account.

Go to the **MAIN MENU**, press **1** for account balance and history, then press **2** for a list.

Account Balance

The account balance and history option provides the current balance and available balance (minus any pending transactions). Go to the **MAIN MENU**, press **1** for account balance and history, then press **1** again for an account balance.

Checks & Deposits

You can search for checks or deposits by **date(s)**, **amount/range** or **check number**. To find out what has cleared your account, go to the **MAIN MENU**, press **1** for account balance and history, then press **2** for account history.

PIN

You can change your PIN, but it must be a new number. You cannot re-use a PIN. To change your PIN, go to the **MAIN MENU**, press **2** and then **1** to change a PIN. If you haven't used 24-Hour Teller before, the system will prompt you to select a PIN the first time you call.

New Options

MAIN MENU, press **4** for CD Specials

MAIN MENU, press **5** for stop payments

Keep Track of your Account ID Numbers

Prime Share _____ Checking _____

Certificate _____ Auto _____

Mortgage _____ Home Equity _____