

TONGASS FEDERAL CREDIT UNION

Audio Teller – Access to Your Account 24 Hours A Day

Hear balances, get a loan payoff, transfer \$\$, verify deposits, find out if a check cleared. No need for a computer, call from anywhere.

Direct Line: 247-8338
Switchboard: 225-9063, press 1
Toll-free: 800-960-8328, press 1

Step 1: Get your Member No. (main account number)

Step 2: Go to a branch or call and set up your preferred PIN (Personal Identification Number – four numbers. Example: 8172. Keep this information confidential.

Step 3: Call Audio Teller, enter your Member Number and #, then your PIN and #

Know your Share and Loan ID numbers – get these off your statement or ask your Branch personnel to identify them for you:

Savings (Share) generally 0 or 1
Checking generally 70 or 71
Money Market 20

Certificates – 4 digit number beginning with 90XX (such as 9051)

IRA, Traditional generally 91

IRA, Roth generally 92

IRA Certificates – 4 digits starting with 91 or 92

You may have other Share ID numbers if you have multiple Savings or Checking accounts, or multiple Certificates.

For Loans, it will be 1, 2, 3, 4 – whatever is the assigned number in sequence.

HINT: Audio Teller wants you to hit # after most entries (# is the pound sign)

MAIN MENU OPTIONS

1 – Balance inquiry (Shares and Loan)

2 – Transaction inquiry (Shares and Loan)

3 – Post a transaction (transfers)

4 – Change account info (Enter a new PIN)

9 – Repeat menu (return to main menu)

***- End the call (Press the star symbol)**

INSIDE THE OPTIONS:

HEAR ACCOUNT BALANCES (OPTION 1)

Inside Option 1:

1 – Share Account balance (Savings, Checking, IRA)

2 – Loan balance

3 – List of all Share Accounts and the balances for each

4 – List of all Loans and the balances for each

5 – Loan payoff amount by each loan number

8 – Return to the main menu

9 – Repeat menu options;

* to end the call

Example: to hear your Checking balance, enter 1 (Main Menu), then 1 (Account Balances), then 70#

Example: to hear Savings 1-1-0#

Example: to hear all Balances, 1-3#

Example: to hear a loan payoff figure for your loan now numbered 2 on your account, enter 1, then 5, then 2#.

-Continued-

**TRANSACTION INQUIRY MENU
(OPTION 2, PRESS 2#)**

Inside Option 2:

- 1 – Specific check by the check number
- 2 – Last **five withdrawals** (check, ACH, cash, ATM, transfers out, etc)
- 3 – Last **five deposits** (check, cash, direct deposit, payroll, transfers in, etc)
- 8 – Return to the main menu
- 9 – Repeat the menu options
- * to end the call

Example: to hear the last five withdrawals on your Checking account, Press 2-2-70#

Example: to hear if a specific check has cleared, such as check No. 1099, press 2-1-1099#

TO POST A TRANSACTION (OPTION 3, PRESS 3#)

Inside Option 3:

NOTE: TRANSFERS ARE POSTED IMMEDIATELY! AUDIO TELLER IS A “LIVE” SYSTEM

TIP: DOLLAR AMOUNTS MUST INCLUDE CENTS

- 1 – Withdraw money from your Shares by a Cashier’s Check mailed to you (Checks are payable to the Primary Member on the account and mailed to the address of record)
- 2 – Transfer from a Share to another Share account (Savings to Checking, Checking to Savings, Money Market to Checking, etc. *within the same Member Account*)
- 3 – Share to Loan Transfer (make a loan payment from Checking or Savings)
- 8 – Return to main menu
- 9 – Repeat menu options
- * to end the call

TO POST – You must enter 9 or Y and # to post – the teller will verify the transaction has been posted

TO CANCEL – Enter 6 or N and # to void the transaction

Example: Transfer \$500 from Money Market (20) to Checking (70): Press 3-2-20#-70#-50000# and if correct, then 9# to post

Example: Transfer \$197.25 from Checking (70) to your loan (3): Press 3-3-70#-4#-19725# and if correct, then 9# to post (*Your loan payment is credit immediately*)

Example: Transfer \$40 from Checking (70) to Savings (0): Press 3-2-70#-0# and if correct then 9# to post

TO CHANGE YOUR SECRET 4-DIGIT PIN (OPTION 4, PRESS 4#)

Inside Option 4:

- 1 – Change your Personal ID Number
- Enter your new four numbers and press #
For verification, re-enter the same four numbers and press # The teller will repeat back your new PIN and return you to the main menu.

Audio Teller is a FREE SERVICE for Tongass Federal Credit Union members. It’s available 24 hours a day, seven days a week.

There are four incoming lines to Audio Teller. On heavy traffic days, the fifth call may be bounced to the main switchboard.

If you use the 247-8338 number, if all four lines are in use it will ring busy.



CREDIT UNION

Branches:

2000 Tongass Ave, Ketchikan	225-9063
320 Bawden, Ketchikan	225-2132
Milton Street, Metlakatla	886-5975
Klawock Market Branch	755-2800
Island News Bldg, Thorne Bay	828-8880