

Our Audio Response Teller provides you with convenient, 24-hour access to your Eastern Utah Community Credit Union account every day of the year.

**Operating Guide**—Using a touch tone telephone, dial (435) 636-0588 or (866) 693-3200 (toll-free). Once your telephone connects to the Audio Response system you will hear: "Hello, thank you for calling your Credit Union Audio Response Line."

First time use of the Audio response Line requires you to enter the primary account holder's social security number followed by a four-digit number (PIN) of your choice. You choose the four numbers, then be sure to memorize it because you will need it each time you access the Audio Response Line.

Account suffixes are subaccount numbers that allow you to have multiple accounts. For example, your main savings account will always be a suffix 01 and your checking account will always be a suffix 02. Overdraft protection is a suffix 20. You may have other accounts set aside for Christmas, taxes, etc., and they will each have their own unique suffix number. Loan suffixes are given at the time the loan is opened. Check with the Credit Union to be sure of the suffix numbers you have been assigned. You will be given several menu options on the Audio Response System

## **1 Account Balance/Transaction History**

- 1 - Current account balances
- 2 - History of deposits
- 3 - History of withdrawals (including debit card purchases)
- 4 - Dividends & interest totals YTD
- 5 - Cleared drafts\*\*
- 6 - List of all active loans
- 7 - Complete history of all account transactions

\*\*Drafts that clear electronically will not be listed under option 5.

Please use option 3 to hear drafts clearing electronically as ACHs.

## **2 Fund Transfers & Check Withdrawals**

- 1 - Perform fund transfers
- 2 - Request check withdrawals

## **3 Calculate a Loan Payment**

## **4 Access Special Services**

- 1 - Change PIN number
- 2 - Change to a new account number
- 3 - List of all active loans
- 4 - Stop payment request

## **5 Current Dividend & Interest Rates**

- 1 - Current share account rate
- 2 - Current certificate rates
- 3 - Current loan rates

## **6 Enter a Loan Application**

## **9 Help Information**

## **# Repeat Menu**

## **\* Return to Main Menu**