

Quick Reference Guide

Important CU24 Notice to Members

On September 1, our bank by phone system will be updated with new features. Please listen carefully when you call as the menu options have changed.

CU24 helps make your financial management easier and convenient. Obtain your account balances, make loan payments, transfer funds, and more.

How to use CU24

- * Dial the numbers listed above
- * Follow the Menu prompts
- * Enter your Account number & PIN

In order to verify your identity, the first time you call in, you'll need to enter your Account number, followed by your Social Security number. This is the only time you will be asked to enter your Social Security number.

You will then be prompted to re-register your new PIN which can be a minimum of 4 characters and as many as 15. After hearing the Main Menu options, you will always be asked to enter your Account number and PIN.

Account ID's

Each type of account that used to be designated by suffix's, now have a 4 digit ID Code. The system will offer these ID codes in the options.

For example:

	Old Suffix	ID Code
Savings	A	0001
Checking	X	0010
Smart Savers	5	0015
Club Accounts	H,V,S	0030-0039
Consumer loans	varies	0001-0049
Mortgage loans	varies	0050-0059

CU24 Menu Options

1 Account Balances

- * Press 1 for Checking Balances
- * Press 2 for Savings, Money Market & Club Accts
- * Press 3 for Certificates or IRA's
- * Press 4 for Loans

These menu option Numbers may change depending on what services you have under your account #

2 Account History

- * Press 1 for Checking Balances
- * Press 2 for Savings, Money Market & Club Accts
 - Press 1 for last 5 Transactions
 - Press 2 for last 5 Withdrawals
 - Press 3 for last 5 Deposits
 - Press 4 for last 5 Payroll Deposits
- * Press 3 for Certificates or IRA's
- * Press 4 for Loans

3 Transfer Funds or Make a Payment

- * Press 1 to transfer funds immediately
- * Press 2 to make an immediate cross-member transfer.
- * Press 3 to make an immediate payment

4 Future Dated Transactions

- * Press 1 to hear ACH transactions
- * Press 2 to hear existing scheduled transfers

5 Pin Maintenance

Change your PIN to a new 4-15 character PIN

Quick Tips

- To Return to the Main Menu.....3*
- To Return to the Previous Menu.....*
- To Repeat an Option.....#
- To go to Another Account9*
- To end your call, simply hang up