

Account Access by Phone To access your account, simply dial: (404) 978-0089

You will be asked to enter your account number and press the “#” key. If you are calling for the first time, you will be told that no personal identification number has been assigned to your account. You will then be asked to enter your Social Security Number for verification.

Next, you will be prompted to enter a personal identification number (PIN) that you will use when you call in the future. The system will then ask for your account number again and your new personal identification number. After this, you will have access to your account.

Information is accessed by the use of a two-digit Action Codes. A list of these Action Codes is provided for your convenience.

For account information, Press the # key after your two digit suffix

Check Your Balance

- 01 - To hear Membership Savings Account balance
- 02 - To hear Checking Account balance
- 09 - To hear balance on any share or loan suffix
- 10 - To hear complete history of account transactions

Check Your Direct Deposit (When prompted, press the # key after your two digit suffix)

- 11 - To hear Direct Deposits to a regular Savings Account
- 12 - To hear Direct Deposits to a Checking Account Checks
- 14 - To hear a listing of checks that have cleared.
- 15 - To hear if a specific check has cleared

Check Your Deposits (When prompted, press the # key after your two digit suffix)

- 16 - To hear deposits to Membership Savings within the last 45 days
- 17 - To hear deposits to Checking within the last 45 days
- 19 - To hear deposits to any Share Account suffix.

Make Transfers (When prompted, press the # key after your two digit suffix)

- 21 - To transfer funds from Membership Savings to Checking
- 22 - To transfer funds from Checking to Membership Shares
- 28 - To transfer funds to another account number
- 29 - To transfer from any Share suffix to any other Share or Loan suffix

Request Mailed Checks

- 31 - To have a check mailed to you from Savings
- 32 - To have a check mailed to you from Checking

Hear Dividends Paid (When prompted, press the # key after your two digit suffix)

- 41 - To hear dividends paid on Savings
- 42 - To hear dividends paid on Checking
- 49 - To hear dividends paid on any Share or Share Certificate

Check Electronic Debits (When prompted, press the # key after your two digit suffix)

- 51 - To hear ATM withdrawals from Savings
- 52 - To hear ATM withdrawals & Visa Debit from Checking
- 53 - To hear preauthorized electronic debits to Savings
- 54 - To hear preauthorized electronic debits from Checking
- 59 - To hear a list of withdrawals from any Share suffix

Administrative Action Codes

- 93 - To change your Personal Identification Number (PIN) for Phone Banking
- 94 - To calculate a Loan payment or possible Loan amount
- 97 - To change your current session to another account number
- 98 - To hear a complete listing of available Action Codes
- 99 - Enter this code prior to hanging up to end your call

If you need assistance, contact your credit union representative at your branch.