

# WELCOME TO PHCU'S 24-HOUR TELEPHONE TELLER



## PRESS

**+ CALL 800-996-4676**

*With PHCU's 24-Hr Telephone Teller, you're just a phone call away from up-to-the-minute information on all your accounts! Call 800-996-4676 to get your account balances, transfer funds, make loan payments, and more!*

### First Time Users

- + Dial 800-996-4676
- + Enter your member number (typically 4-7 digits) followed by your social security number
- + Create a 4 digit Access Code which you'll use to access Phone Banking in the future

### Quick Tips

- + To return to the main menu press 3\*
- + To speak to a representative press 0

### #1 For Account Balances

### #2 For Account History

- + Press 1 for all recent transactions
- + Press 2 for deposits
- + Press 3 to search by date
- + Press 4 to search by amount
- + Press 5 for ATM transactions
- + Press 6 for cleared checks

### #3 To Transfer Funds or Make a Loan Payment

When transferring money:

- + Select 1 to send money to another PHCU member
- + Press 2 to transfer money within your account

### #4 To Request a Check

### #5 To Report a Card Lost or Stolen

### #6 To Change your Access Code

### #7 For Pending ACH Transactions

### #8 For Credit Union Information