

POLICE FEDERAL CREDIT UNION

24-hour Telephone Teller System

301-817-1201 • 1-877-278-7328

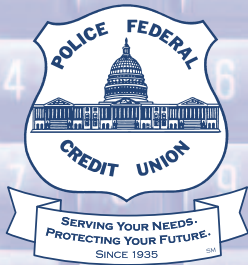
These guidelines will help you begin using the 24-Hour Telephone Teller (i.e., Audio Response) system. It is important, however, that you listen to and follow the instructions given on the telephone – as these menu options can and may change at any time.

You will need to use a touch-tone telephone to call into the Audio Response system.

After the Audio Response system has answered, enter:

- 1) Your **Member Account Number** followed by the “#” sign
- 2) Your **PIN Number (i.e., last four numbers of your SSN)** followed by the “#” sign

POLICE FEDERAL CREDIT UNION



24-Hour Telephone Teller System

301-817-1201 • 1-877-278-7328

MAIN MENU OPTIONS

- 1** Balance Inquiry
- 2** Transaction Inquiry
- 3** Post Transaction
- 4** Change Account Info.
- 9** Repeat Menu Options
- *** Terminate Call

1 BALANCE INQUIRY MENU:

- 1** Share Balance*
- 2** Loan Balance*
- 3** List of All Share Accounts/Balances
- 4** List of All Loan Accounts/Balances
- 5** Loan Pay-Off
- 6** Share Account YTD Dividend Inquiry
- 7** Loan Account YTD Interest Inquiry
- 8** Return to Main Menu
- 9** Repeat Menu Options
- *** Terminate Call

2 TRANSACTION INQUIRY MENU:

- 1** Specific Check Number
- 2** Last 5 Checks That Have Cleared
- 3** Last 5 Deposits
- 8** Return to Main Menu
- 9** Repeat Menu Options
- *** Terminate Call

3 POST TRANSACTION MENU:

- 1** Share Withdrawal by Check Payable to Member
- 2** Share-to-Share Transfer
- 3** Share-to-Loan Transfer

4 CHANGE ACCOUNT INFO. MENU:

- 1** Change PIN No.
- 9** Return to Main Menu
- *** Terminate Call