

# First Community Credit Union TELLERPHONE

## Quick Reference Guide

*In order to verify your identify, the first time you call in you'll need to enter your account number and the last four (4) digits of your Social Security Number. You will then be prompted to re-register your Personal Identification Number (PIN).*

### Key things to note with the new system:

- Phone numbers remain the same as (608) 362-1200 or (800) 547-4077
- Initial log-in will ask for basic member account number.
- Initial password is the last four (4) digits of the primary member's social security number.

### Main Menu Options

1. Account Balance
2. Account History
3. Pending Transactions
4. Transfer Funds or Make a Payment
  1. Transfer Funds Immediately
  2. Transfer to a Different Account Number
  3. Make a Loan Payment
5. Share or Loan Withdrawal
6. Change Your Pin

### Quick Tips:

- Press #1 to enter a specific suffix.
- Press #2 to list the available suffixes (this is where the account balance is listed).
- When you are entering a number the \* key is used as the decimal point.
- Press 3\* at any time to return to the main menu.
- Press \* to go back, 5\* to skip, and # to repeat.
- Press 9\* at any time to change the account number you are accessing.

TELLERPHONE

