



We're here because you're here!

# Touch Tone Teller Guide

*If after reviewing these instructions you have any questions, feel free to contact us at 920-684-0361 or 920-451-8222.*

To access Touch Tone Teller:

1. Dial 1-800-405-1575

Initially you will reach the speech recognition menu. If using speech recognition, you have the option to say or enter on your keypad, the account number and the access code.

2. If you would like to use the touch tone option instead of speech recognition, press 1 on your keypad when prompted.

If you are accessing your account *for the very first time*, please follow these prompts to set up Touch Tone Teller and create your access code:

1. Select the menu option you wish to access (see list on right). Then, select an option from the next menu for the action you would like to take.
2. When prompted, enter your account number.
3. When prompted, enter the Social Security Number of the primary member on the account.
4. When prompted, enter an access code between 4 and 15 digits. Your new access code cannot begin with a zero (0). Enter the code again to confirm.
5. When prompted, **press 1** to hear your new access code or **press 2** to continue.

## Touch Tone Teller Main Menu Options

- 1) Account Balance
- 2) Account History
- 3) Transfer Funds or Make a Payment
- 4) Account Management
  - 1) Hear ACH Transactions
  - 2) Change Access Code

To access your account *if you have already set up an access code*, please follow these prompts:

1. Select the menu option you wish to access (see list above). Then, select an option from the next menu for the action you would like to take.
2. When prompted, say or enter your account number.
3. When prompted, say or enter your access code.

### Option 1- Account balances:

- Select account type:
  - **Press 1** for, or say, Checking account.
  - **Press 2** for, or say, Savings account (if you have multiple savings, **press 1** if you know the four-digit ID number or **press 2** for a list; from there you can select which one).
  - **Press 3** for, or say, Loan account (if you have multiple loans, **press 1** if you know the four-digit ID number or **press 2** for a list; from there you can select which one).

### Option 2- Account history:

- Select account type:
  - **Press 1** for, or say, Checking account.
    - **Select your search option:** 1-Last 10 transactions, 2-Deposits, 3-Amounts, 4-Date, 5-Check number, 6-All transactions, 7-Withdrawals, 8-ATM Transactions
  - **Press 2** for, or say, Savings account (if you have multiple savings, **press 1** if you know the four-digit ID number or **press 2** for a list; from there you can select which one).
    - **Select your search options:** 1-Last 10 transactions, 2-Deposits, 3-Amounts, 4-Date, 5-All transactions, 6-Withdrawals, 7-ATM Transactions
  - **Press 3** for, or say, Loan account (if you have multiple loans, press 1 if you know the four-digit ID number, or press 2 for a list; from there you can select which one.)

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- **Select your search options:** 1-Last 10 transactions, 2-Payments, 3-Advances, 4-Date, 5-All transactions, 6-Amount

### **Option 3- Transfer funds/make a payment:**

- **Press 1** to, or say, transfer funds immediately (please DO NOT use this option for mortgage payments).
  - Select which of your accounts to transfer from.
    - **Press 1** for, or say, Checking.
    - **Press 2** for, or say, Savings. If you have multiple savings, **press 1** if you know the four-digit ID number or **press 2** for a list. From there you can select one.
    - **Press 3** for, or say, Loan accounts (this applies to Kwik Cash accounts or other lines of credit).
  - Confirm your account selection by pressing 1 for yes or 2 for no.
  - Press 1 to transfer to another member's account, or press 2 for own account.
  - If you are transferring funds to another member's account, enter their account number, and then press 1 for checking or 2 for savings.
  - If you are transferring funds within your own account, press 1 to transfer to checking or 2 to transfer to savings.
  - Enter dollar amount, using the \* as the decimal point. For example, \$10.00 would be entered as 10\*00.
- **Press 2** to, or say, make an immediate payment (please use this option to make mortgage payments).
  - Select loan to make payment to.
    - If you have multiple loans, press 1 if you know the four-digit ID number, or press 2 for a list. From there you can select which one you would like to pay on.
  - Enter dollar amount, using the \* as the decimal point. Example, 10.00 would be entered as 10\*00.
  - Select the account type to make the payment from.
    - Press 1 for Checking or press 2 for Savings. If you have multiple savings, press 1 if you know the four-digit ID number, or press 2 for a list. From there you can select which one.
    - Submit payment, press 1 for yes, 2 for no.

### **Option 4- Account management:**

- **Press 1** to hear ACH transactions:
  - Press 1 for, or say, Checking.
  - Press 2 for, or say, Savings.
  - Press 3 for, or say, Loans.
- **Press 2** to change you access code
  - For verification, enter the last 4 digits of the primary account holder's Social Security Number or tax ID number.
  - Enter a new 4 to 15 digit access code. Your new access code cannot start with a zero.
  - Re-enter the new passcode.

### **Helpful Tips for Using Touch Tone Teller**

- If you will be checking your balance or making a transfer to/from your Money Market, it will be listed in Touch Tone Teller as a Checking account. Please be sure to use the four-digit ID number for your Money Market if you would like to check the balance or transact on it.
- If you get locked out of Touch Tone Teller, please call us at 684-0361 or 451-8222 so one of our representatives can unlock you.
- If you would like to make a mortgage payment, please select Option 3-Transfer Funds/Make a Payment, and then press 2 or say "make an immediate payment."