

# TELEPHONE BANKING

*Instant access to your account information 24/7.*



ACCOUNT INFORMATION



TRANSFER FUNDS



LOAN PAYMENTS



ORDER CHECKS

## Telephone Banking User Guide

Telephone Banking is available 24/7 and with one call you'll be able to carry out transactions quickly and efficiently, anytime, night or day, leaving you free to get on with the more important things in life.

- Get account balance and transaction history
- Access account information using touchtone or speech (Spanish option available)
- Reorder checks
- Transfer between account numbers
- Request a snapshot of transaction history to be sent to your email address on file
- Place temporary stop payments (fees may apply, see account disclosures for details)
- Schedule automatic transfers
- Make loan payments
- Schedule future-dated and recurring transfers
- Hear future-dated transactions and more

## How to Access Telephone Banking

To access Northeast Credit Union's Telephone Banking, simply dial our toll-free number 888.436.1847 and select option "1".

## How to Use Telephone Banking

The first time you use Telephone Banking, you'll be asked to enter your banking information. Follow these simple steps:

1. Enter member number
2. Enter primary member Social Security Number
3. Select four-digit PIN #

## Main Menu Options

- 1 - Account balance
- 2 - Account history
- 3 - Transfer funds or make a payment
  1. Transfer funds immediately
  2. Schedule a funds transfer
  3. Payments
    1. Make an immediate payment
    2. Scheduled a payment
  4. Hear existing scheduled transfers
  5. Delete an existing transfer
- 4 - Savings or loan withdrawal
- 5 - Stop payment
  1. Submit a stop payment - specific check
  2. Submit a stop payment - for a range of checks
  3. Stop payment inquiry
- 6 - Future dated transactions (ex: pending payroll deposits)
  1. Hear ACH transactions
  2. List of scheduled funds transfers
- 7 - Get account information by email (Note: will be sent to email address on file)
- 8 - Order or reorder checks
- 9 - To reset your PIN



# TELEPHONE BANKING

## Helpful Commands

These commands can be used at anytime during your call:

- Press (0) for the main menu and select “6” Member Experience Specialist
- Press (8\*) to switch between Touch Tone to Voice Recognition
- Press (1\*) to hear all shortcuts
- Press (3\*) for Telephone Banking main menu
- Press (9\*) to switch to another account
- Press (\*) to return to previous menu

## Expert Mode

For those members who prefer the speed and ease of Expert Mode, this option is available. Simply give us a call at 888.436.1847 and select option 6 to speak to a Member Service Representative to have this feature enabled.

- 21 - Checking balance inquiry
- 22 - Check clearing history - Checking
- 23 - Last deposit inquiry - Checking
- 31 - Loan balance inquiry
- 50 - General history inquiry (no account type chosen - will need to test)

- 51 - Last deposit inquiry - (no account type chosen - need to test)
- 56 - ATM transaction history inquiry - (no account type chosen - need to test)
- 61 - Funds transfer immediate - Savings to Savings
- 62 - Funds transfer immediate - Savings to Checking
- 63 - Funds transfer immediate - Checking to Savings
- 64 - Payment immediate - Savings to Loan
- 65 - Payment immediate - Checking to Loan
- 66 - Funds transfer immediate - Loan to Savings
- 67 - Funds transfer immediate - Loan to Checking
- 81 - History inquiry - cleared checks - (no account type chosen)
- 82 - Stop Payment Request - Checking
- 85 - Change PIN

## Have Questions?

Visit [necu.org/telephone](https://necu.org/telephone) for answers to frequently asked questions and for more information.

