

# TouchTeller Reference Guide

To Begin Your TouchTeller Call:  
Call 800.894.1200

1. Report a Stolen Card
2. Main Menu  
Enter your **Primary Savings Account Number** followed by #  
Enter your **Access Code** followed by #

## Main Menu

- 1 **Balance Inquiry**
  1. Open Share List
  2. Open Loan List
  3. Savings Balance
  4. Checking Balance
  5. Share Balance
  6. Loan Balance
- 2 **History Menu**
  1. Last Deposit
  2. Last Payroll Deposit
  3. Share History
  4. Loan History
  5. Deposit History
  6. Recent Transaction Activity
    - 1 *Checking History*
    - 2 *ATM History*
    - 3 *ACH History*
    - 4 *Payroll History*
    - 5 *Loan Payment History*
    - 6 *Debit Card History*
    - 7 *Shared Branching History*
    - 9 *Point of Sale History*
- 3 **Withdrawals**
  1. Savings Withdrawal
  2. Checking Withdrawal
  3. Share Withdrawal
  4. Loan Advance
- 4 **Transfers**
  1. Share to Share
  2. Share to Loan
  3. Loan to Share
  4. Savings to Checking
  5. Checking to Savings
  6. Loan to Savings
  7. Loan to Checking
  8. Savings to Loan
  9. Checking to Loan
- 5 **Checking Information**
  1. Checking Balance
  2. Check Number Inquiry
  3. Checking History
  4. Check Copy Request
  5. Check Stop Payment
  6. Check Number Range
- 6 **Loan Information**
  1. Loan Balance
  2. Open Loan List
  3. Loan Payment Inquiry
  4. Loan Payment History
  5. Loan Payoff Amount
  6. Loan Balance on a Specific Date
  7. Loan Advance Total

- 7 **Additional Options**
  1. Year to Date Information
    - 1 *IRA Contributions*
    - 2 *Dividend Information*
    - 3 *Interest Information*
  3. Change Preferences
  4. Change Account
- 8 **Credit Card Inquiry**
  1. Credit Card Information
  2. Make a Credit Card Payment

## Tips for TouchTeller:

- SHARE refers to any deposit account (ex: Savings, Checking, Certificates, IRAs, Money Market Maximizer)
  - Your Share or Loan ID is a 4-digit suffix to your account number that identifies individual accounts. Make sure you know the Share ID that corresponds to each of your accounts.
    - Example: Account Number= 1234567890  
Primary Savings  
Share ID: 0000  
Checking Share  
ID: 0011  
Secondary  
Savings ID: 0001  
Auto Loan ID:  
0002
- If you are unsure of your Share and/or Loan IDs, contact a Member Service Representative.
- Press # to go to the Previous Menu Options
  - Press 0 to speak to an Operator
  - Press \* to End the Call

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- Receive Account Alerts
- Check Withdrawals
- View your VISA information