

# Teller Phone

provides you with 24-hour access to your accounts!

To access Teller Phone directly dial 608-245-5698 | 800-236-0985

## Access Account Information or Make a Transaction

- Check your account balances
- Check history on your accounts
- Verify a check has cleared
- Transfer money between accounts including setting up scheduled transfers
- Withdraw by check

## Steps to Access Your Account

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### Step 1

Select what you'd like to do from the Main Menu by pressing:

- 1 for Account Balance
- 2 for Account History
- 3 for Funds Transfer Activities
- 4 for a Share or Loan Withdrawal
- 5 to Change your Access Code
- 6 to Hear ACH Transactions

### Step 2

Enter your account number followed by #

#### 1st Time User – it's easy!

If you're a first time user, you'll be prompted to set up Teller Phone Access and create a new 6 - 15 digit Access Code (formerly referred to as a PIN) You'll want to remember this important Access Code for future log-ins

### Step 3

Enter your Access Code followed by #

### Step 4

You'll be prompted from a menu of your accounts to select the account you'd like to access.

### Step 5

Complete your request

### Step 6

Return to the Main Menu (enter 3\*) for another transaction or to access a new account

### It's that easy!

## Other Options

### Funds Transfer Options

Make a payment to a loan or credit card

Transfer funds immediately

Schedule a funds transfer

Hear existing scheduled transfer

Delete an existing transfer

### Account History Search Options

Deposits

Withdrawals

Check number

All transactions

## Teller Phone Quick Tips

- You'll need to know:
  - Your account number as it appears on the upper right hand corner of your statement
  - Your Access Code (formally called a PIN)
- Press 3\* at any time to return to the main menu
- Listen carefully to the instructions as some functions require a pound (#) at the end and some don't.
- You can select your option at any time, you do not need to wait for the voice to finish before entering your selection.

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Our Contact Center is available to answer any questions about Teller Phone at 608-243-5000 | 800-236-5560.

7:30 am - 6 pm Monday – Friday

8:30 am - 12 pm Saturday