

NAVIGATING CALL-24 AUDIO RESPONSE



ACCESSING TELEPHONE BANKING

1 **CALL** Emerald Credit Union at **216-981-3166** or Toll-free **866-695-4388**

2 **CHOOSE** option 1

3 **SELECT** from the prompts listed below.

TELEPHONE BANKING FEATURES:

Convenient, fast, free and easy to use! Make account inquiries, transfers, withdrawals and more 24/7 over the phone!

- Available 24/7
- Make account inquiries
- Transfer funds
- Make loan and credit card payments
- Request withdrawals
- And more!

»MAIN MENU

PRESS 3 for Member Account menu

»MEMBER ACCOUNT

ENTER your account number, followed by the # sign

ENTER your PIN (defaulted to last 4 digits of your SSN), followed by the # sign

PRESS 1 for Account Balance

PRESS 2 for Statement Information

PRESS 3 for Money Transactions

PRESS 4 to Switch the Account Number

PRESS 5 to Change Your PIN

PRESS 0 to Exit

»ACCOUNT BALANCE

PRESS 1 for share balances

PRESS 2 for certificate balances

PRESS 3 for loan payoff balances

PRESS 0 to Exit

»STATEMENT INFORMATION

PRESS 1 for last 25 transactions

PRESS 2 to have a statement mailed

PRESS 4 to check the status of a check

PRESS 5 to check the status for last 25 checks

»MONEY TRANSACTIONS

PRESS 1 for withdrawal by check

PRESS 2 to make a transfer

PRESS 3 to make a loan payment

PRESS 4 to make a VISA® Credit Card payment

PRESS 0 to Exit

