

# TellerPhone quick guide

515.232.8400 | 800.765.3595 | For assistance, call us at 1.800.296.9064. | [www.greateriowacu.org](http://www.greateriowacu.org)

## PRESS 1 FOR ACCOUNT INFORMATION AND FUNDS TRANSFER

### NEW USERS

Enter member number. You'll then be prompted to enter the last four digits of the primary account holders social security number. You will then be asked to set up a Security Code (PIN) for future entry.

### RETURNING USERS

Enter member number followed by Security Code (PIN)

## PRESS 2 FOR INFORMATION ON HOW TO USE THE SYSTEM

## PRESS 3 FOR BRANCH AND ATM LOCATIONS

## ACCOUNT INFORMATION AND FUNDS TRANSFER INSTRUCTIONS

### Press 1 for Account information/transaction history

Select member number then account type

Press 1 for balance (current and available balances)

Press 2 for recent withdrawals

Press 3 for recent deposits

Press 4 for ATM Transactions

Press 5 to search for specific transactions

Savings transactions: Press 1 to search by amount | Press 2 to search by date

Checking transactions: Press 1 to search by check # | Press 2 to search by amount | Press 3 to search by date

Press 6 for interest earned on account

### Press 2 for Funds transfer

Choose FROM account member number

*If you would like to make a member-to-member transfer, please contact us at 1.800.296.9064 to request that we link the account. You will need to provide the member name, member number, and account type of the accounts you would like to link.*

Choose FROM account type

Choose TO account member number

Choose TO account type

Enter amount to be transferred

Press 1 to confirm transfer

Press 2 to repeat transfer details

Press 3 to cancel transfer

### Press 3 to Change your security code (PIN)

### Press 4 to Reorder checks

### Press 5 to Report lost or stolen debit card

Press 8 at any time to return to previous menu

Press 9 at any time to repeat menu

Press 0 at any time to speak with a member service representative