

Telephone Banking - 24 hours

Transactions

Inquiries

To begin, call 1 (800) 913-9229. After a brief introduction (“Thank you for calling your automated credit union information service”) a computer generated voice will guide you through each transaction. The automated system will prompt you to press the appropriate buttons on your touch-tone phone to complete the inquiry or transaction of your choice.

If you choose **Transactions (# 1)**, the following options are available:

If you choose **Inquiries (# 2)** the following options are available:

- 1 - Transfer funds**
- 2 - Withdraw funds by check**

- 1 - For Balances on All Accounts**
- 2 - For Inquiries on a Specific Account**

You can then:

The following options will then be available:

- 1 - Transfer Between Accounts**
- 2 - Transfer to Another Member**
(if this option is enabled)

- 1. Draft Accounts / Money Markets**
The balance, available balance and the overdraft tolerance will be stated, then the following choices:

Choose the transfer from account.

- 1 – For a List of Recent Transactions**
- 2 – For a List of Debit Transactions**
- 3 – For a Specific Type of Transaction**
 - 1 – Debit Transactions**
 - 2 – Withdrawals**
 - 3 – Deposits**
 - 4 – ATM Transactions**
 - 5 – A Specific Paid Check**
 - 6 – The Last Five (5) Drafts**

- 1 - For Draft/Money Market** (Checking accounts)

- 4 – For Dividends**
- 5 – To Repeat the Balance**

- 2 - Share Account** (Savings accounts)

- 2. Share Accounts**
First the balance will be stated before providing the following choices:

- 3 - Loan Account**

The account number, balance and available balance will be stated. Select the account number, then choose the transfer to account. Enter the transfer amount in dollars and cents, and confirm the transaction.

- 1 – For a List of Recent Transactions**
- 2 – For a Specific Type of Transaction**
 - 1 – Withdrawals**
 - 2 – Deposits**
 - 3 – ATM Transactions**
- 3 – For Dividends**
- 4 – To Repeat the Balance**



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Customer Service - (855) 328-2441



Federally insured by NCUA.



Telephone banking will refer to checking accounts as “draft” accounts and savings accounts as “share” accounts

1 - Account information

Enter your member account number followed by the pound (#) sign. (The prefix “CU” is not needed when using telephone banking.)

For example: 123123#

Next, enter your password followed by the pound (#) sign.

For example: 1423#

The automated system will continue:

1 - For Transactions

2 - For Inquiries

3 - To Change Password

4 - To Enter a Different Member Number

9 - To Repeat These Options

*** - To Return to the Previous menu**

0 - To Reach Member Service

3. Loan Accounts

4. CD/IRA Accounts