



# Voice Response

## Hughes Federal Credit Union

The Hughes Voice Response System is a fast, convenient way to access your account information 24 hours a day, 7 days a week from the comfort of your home, office, hotel room, or anywhere there's a touch-tone phone. You can reach Voice Response by calling 520-205-5555.

### Among other things, you can use the Voice Response System to:

- Find out your account balances
- Transfer funds between accounts
- Transfer to make loan payments
- See if a check has cleared or a deposit has been made
- Check on your year-to-date dividends

Refer to this chart to familiarize yourself and save time when using the convenience of Voice Response.



HughesFCU.org  
520-794-JOIN

#### **Cortaro Branch** 7820 N. Cortaro

M-Th 9-5  
Drive-thru 7:30-5

Fri 9-6  
Drive-thru 7:30-6

Sat 9-1  
Drive-thru 9-1  
ATM

#### **Thornydale Branch** 7970 N. Thornydale

M-Th 9-5  
Drive-thru 7:30-5

Fri 9-6  
Drive-thru 7:30-6

Sat 9-1  
Drive-thru 9-1  
2 ATMs

#### **Hermans Road Branch** 951 E. Hermans Rd.

M-Th 9-5  
Drive-thru 7:30-5

Fri 9-6  
Drive-thru 7:30-6  
ATM

#### **Vail Branch** **(Open Date TBA)** 9036 S. Houghton Rd.

M-Th 9-5  
Drive-thru 7:30-5

Fri 9-6  
Drive-thru 7:30-6

Sat 9-1  
Drive-thru 9-1  
2 ATMs

#### **Pantano Branch** 280 N. Pantano

M-Th 9-5  
Drive-thru 7:30-5

Fri 9-6  
Drive-thru 7:30-6

Sat 9-1  
Drive-thru 9-1  
2 ATMs

#### **Voyager Resort Branch** 8701 S. Kolb

M-F 8:30-4:30  
ATM

#### **Speedway Branch** 3131 E. Speedway

M-Th 9-5  
Drive-thru 7:30-5

Fri 9-6  
Drive-thru 7:30-6  
Drive-up ATM

#### **Wetmore Branch** 971 W. Wetmore

M-Th 9-5  
Drive-thru 7:30-5

Fri 9-6  
Drive-thru 7:30-6

Sat 9-5  
Drive-thru 9-5  
2 Drive-up ATMs

**Mailing Address**  
PO Box 11900  
Tucson, AZ 85734-1900

520-794-8341  
800-253-8245 outside Tucson  
520-205-5839 FAX

**24-Hour Voice Response**  
520-205-5555

**Member Service Center**  
888-837-6500

**Loan by Phone**  
888-304-6855

# Voice Response



Insured  
by NCUA

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HughesFCU NMLS #411592

Quick Reference Guide

# Hughes Federal Credit Union 24-Hour Voice Response Phone System

Conduct financial transactions with your mobile phone or any touch-tone phone anytime day or night.

Please be sure to have your member number and phone access code to access Voice Response.



Press 1 for English or 2 for Spanish  
Enter Member Number  
Enter Access Code

# 520-205-5555

## Additional Options

- Press 9 Repeat menu option
- Press \* Return to previous menu
- Press 0 Credit Union Assistance

## 1 Account and Loan Inquiries

### 1 Account Balance Inquiry

- 1 Savings account
- 2 Checking account
- 3 Other account balances

### 2 Account History

- 1 List of deposits
- 2 List of withdrawals
- 3 Dividends earned year-to-date
- 4 List of all activities

### 3 Cleared Checks

- 1 List of checks on your checking account
- 2 Specific check on your checking account
- 3 List of checks on selected account
- 4 Specific check on selected account

### 4 Loan Inquiry

- 1 Balance and payment amounts on your Line of credit loan
- 2 Balance and payment amounts for other loans
- 3 Loan interest paid year-to-date

## 2 Payments, Transfers, and Withdrawals

### 1 Make a Loan Payment

- 1 Loan payment from your saving account
- 2 Loan payment from your checking account
- 3 Loan payment from another account
- 4 Loan payment from a loan advance

### 2 Make a Transfer

- 1 Savings to checking transfer
- 2 Checking to savings transfer
- 3 Loan to checking transfer
- 4 Loan to savings transfer
- 5 Select accounts for transfer
- 6 Select a loan and account for transfer

### 3 Make a Cross-Member Transfer

#### 1 Transfer To Your Membership

- 1 Account to account transfer
- 2 Account to loan transfer

#### 2 Transfer From Your Membership

- 1 Account to account transfer
- 2 Loan to account transfer
- 3 Account to loan payment
- 4 Loan to loan payment

### 4 Make a Check Withdrawal

- 1 Mail a check from your savings account
- 2 Mail a check from a specified account

## 3 Other Activities

### 1 Choose a different membership

### 2 Change access code

### 3 Stop payments

- 1 Single stop payment
- 2 Stop payment range
- 3 Stop payment by amount

### 4 Report lost/stolen card

#### 1 Report as lost

#### 2 Report as stolen

- 1 Report all cards as lost or stolen
- 2 Report credit cards only
- 3 Report debit cards only
- 4 Report ATM cards only

For rates, please visit [HughesFCU.org](https://www.hughesfcu.org)