### **SIGNING IN TO YOUR ACCOUNT**

When you call in please listen to the options carefully. They are subject to change and may differ from the options below.

- Call 509.921.6729 or 800.634.1297
- Enter your member number followed by the # sign
- Enter your access code followed by the # sign\*

\*Your access code is the same as the PIN created for you when you opened your membership.

#### The system will ask one of the following to verify the primary member's information:

- Last 4 digits of member's social security number
- The member's date of birth
- The member's zip code

#### **ADDITIONAL TIPS**

-To return to the previous menu, press the \* key -To speak to one of our member service representatives, press 0



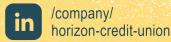
FOR LOST OR STOLEN CARDS — PRESS 3

Report a lost or stolen card Press 3 Report as lost Press 1 Report as stolen Press 2











## HZCU.ORG 800.852.5316

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MENU GUIDE



Your Path. Our Purpose.

CHECK BALANCES, TRANSFER MONEY, PAY LOANS AND MORE!



## IMPORTANT ADDITIONAL OPTIONS — PRESS 3

To go to a different membership Press 3

For a PIN change Press 2
Teller Express Access Code

Visa<sup>™</sup> cards are considered a loan. Visa<sup>™</sup> transaction history is NOT available through Teller Express.



## ACCOUNT AND LOAN INQUIRIES — PRESS 1

(This includes credit cards)

1	Account balance inquiries	Press 1
F	Primary savings	Press 1
F	Primary checking	Press 2
	All other accounts	Press 3

2	Account history	Press 2
	List of deposits	Press 1
	List of withdrawals	Press 2
	Dividends earned YTD	Press 3
	List of activity	Press 4

	Dividends earned YTD	Press 3
	List of activity	Press 4
3	Cleared checks	Press 3
	List of cleared checks	Press 1
	For a specific check Enter check number	Press 2
	For selected account options Select a different checking account if you have more than 1	Press 3



## PAYMENTS, TRANSFERS AND WITHDRAWALS — PRESS 2

1	To make a loan payment	Press 1
	Loan payment from savings account	Press 1
	Loan payment from checking account	Press 2
	Loan payment from another account This will list all your accounts	Press 3
	Loan payment from a loan advance This will list all of your loans	Press 4

2	To make a transfer	Press 2
	Savings to checking transfer	Press 1
	Checking to savings transfer	Press 2
	Loan to checking transfer	Press 3
	Loan to savings transfer	Press 4
	To select accounts to transfer	Press 5
	Select a loan & account to transfer	Press 6

Transfer between memberships
Use this option if you have multiple
memberships and would like to make
a transfer between an account on one
membership you own to an account on
another membership you own\*

To transfer TO your membership	Press 1
Account to account transfer	Press 1
Account to loan transfer	Press 2
To transfer FROM your membership	Press 2
Account to account transfer	Press 1
Loan to account transfer	Press 2
Account to loan payment	Press 3
Loan to loan payment	Press 4

\* To protect your accounts, cross membership transfers are only permitted between accounts on which you are the primary owner. To transfer to family and friends, check out our person to person transfers available in online and mobile banking.

# TAKE CONVENIENCE WITH YOU

DO MORE FROM YOUR MOBILE DEVICE

### **GET TEXT MESSAGE BANKING**

With text message banking you can use simple text messages to instantly:

- Check balances
- See transactions
- Transfer Funds
- Get alerts

Take a new path and explore how easy it is to use text banking. Sign up today in online banking!

## **DOWNLOAD OUR MOBILE APP**

- Make transfers
- Deposit checks
- Check balances
- Set mobile alerts



