

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



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HZCU.ORG

800.852.5316

Insured by NCUA

TELLER EXPRESS

MENU GUIDE



CHECK BALANCES, TRANSFER MONEY,
PAY LOANS AND MORE!


HORIZON
CREDIT UNION

Your Path. Our Purpose.



IMPORTANT ADDITIONAL OPTIONS – PRESS 3

To go to a different membership Press 3

For a PIN change Press 2
Teller Express Access Code

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



ACCOUNT AND LOAN INQUIRIES – PRESS 1

(This includes credit cards)

1 Account balance inquiries Press 1
Primary savings Press 1
Primary checking Press 2
All other accounts Press 3
Lists all accounts under membership

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

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



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 Press 3
This will list all your accounts
Loan payment from a loan advance Press 4
This will list all of your loans

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

3 Transfer between memberships Press 3
*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

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- See transactions
- Transfer Funds
- Get alerts

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- Set mobile alerts

