



# PHONE BANKING

## How to Access Phone Banking

1. Call 1 (800) 521-1272.
2. Enter your member number.
3. Enter your access code. For new members, the access code is the last four digits of your SSN. To reset your access code, call 1 (855) 878-9378.

## Helpful Tips

- If you are not calling from the phone number we have listed on your account, you will be asked identifying security questions.
- Dollar amounts should be entered without the decimal. Example: Enter "2000" for \$20.00.
- To return to the previous menu, press the star \* key.
- To return to the main menu, press zero 0.
- If accessing a checking or savings account through phone banking, have the account number handy (available on your monthly statement or in online banking).

*See reverse side for menu selection guide*

<sup>1</sup>Personal Credit Line (PCL) and Arizona Home Equity Lines of Credit (HELOCs) only. Minimum advance is \$50 for PCL and \$200 for Arizona HELOC.

<sup>2</sup>Prior authorization required.

TruWest<sup>®</sup> Credit Union  
Insured by NCUA



Rev. 9/19

# MENU GUIDE

Account/Loan Information	Menu Selection
Check <b>savings account balance</b>	1 1 1
Check <b>checking account balance</b>	1 1 2
Check <b>other account balance</b>	1 1 3
Review <b>last checks paid</b> (multiple)	1 3 1
Review <b>specific checks paid</b>	1 3 2
Check <b>loan balance &amp; payments</b>	1 4 2
Review <b>dividends paid</b> on an account	1 2 3
Review <b>loan interest paid</b>	1 4 3

Transfers	Menu Selection
Transfer <b>from savings to checking</b>	2 2 1
Transfer <b>from checking to savings</b>	2 2 2
Transfer <b>from loan to checking</b> <sup>1</sup>	2 2 3
Transfer <b>from loan to savings</b> <sup>1</sup>	2 2 4
Transfer <b>from other account</b>	2 2 5
Transfer <b>from loan to other account</b> <sup>1</sup>	2 2 6
Transfer <b>from other member account</b> <sup>2</sup>	2 3 1
Transfer <b>to other member account</b> <sup>2</sup>	2 3 2

Loan Payments	Menu Selection
Pay loan <b>from savings</b>	2 1 1
Pay loan <b>from checking</b>	2 1 2
Pay loan <b>from specified account</b>	2 1 3

Other	Menu Selection
Request a <b>check withdrawal</b>	2 4
Request <b>stop payment</b>	3 3
Access a <b>different membership</b>	3 1
<b>Change access code</b>	3 2