



# CCFCU "TELLERPHONE" MENU

LOCAL CALL 332-4401

TOLL FREE 1-800-290-5801

**INTRODUCTION**

- EXPERIENCED USERS**
  - ENTER MEMBER NUMBER FOLLOWED BY THE # KEY
  - ENTER 4 DIGIT PIN NUMBER FOLLOWED BY THE # KEY
- GENERAL INFORMATION**
- INSTRUCTIONS**

**1. MAIN MENU**

- TRANSACTIONS
- INQUIRIES
- PIN CHANGE
- GENERAL INFORMATION
- DIFFERENT MEMBER NUMBER

**2. GENERAL INFO**

- OFFICE HOURS
- INTEREST RATES

**1. TRANSACTIONS**

- FROM CHECKING ACCT
- FROM SAVINGS ACCT

**2. INQUIRIES**

- BALANCE ON ALL ACCOUNTS
- CHECKING INQUIRIES
- SAVINGS INQUIRIES
- LOAN INQUIRIES
- CREDIT CARD INQUIRY

**3. CHANGE PIN**

CALLER CAN CUSTOMIZE THEIR PIN NUMBER

**4. GENERAL INFORMATION**

- OFFICE HOURS
- DIVIDENDS & LOAN RATES

**1. CHECKING OPTIONS**

- XFER TO SAVINGS
- XFER TO LOAN
- XFER TO ANOTHER MEMBER
- XFER TO CREDIT CARD
- WITHDRAWAL BY CHECK

**2. SAVINGS OPTIONS**

- XFER TO LOAN
- XFER TO ANOTHER SAVINGS
- XFER TO CHECKING
- XFER TO ANOTHER MEMBER
- WITHDRAWAL BY CHECK
- XFER TO CREDIT CARD

**2. CHECKING INQUIRY MENU**

- ACCOUNT BALANCE
- WITHDRAWAL INQUIRIES
  - SPECIFIC CHECK PAID
  - LIST OF MOST RECENT WITHDRAWALS
  - LIST OF MOST RECENT POSTED CHECKS
- DEPOSIT INQUIRIES
  - MOST RECENT DEPOSITS
  - MOST RECENT PAYROLL DEPOSITS
- ATM & DEBIT CARD INQUIRIES
- POS AUTHORIZATION INFO
- DIVIDEND INFORMATION
  - MOST RECENT DIVIDEND
  - PRIOR YEAR & YTD DIVIDEND
- MOST RECENT TRANSACTIONS

**3. SAVINGS INQUIRY MENU**

- ACCOUNT BALANCE
- WITHDRAWAL INQUIRIES
- DEPOSIT INQUIRIES
  - MOST RECENT DEPOSITS
  - MOST RECENT PAYROLL DEPOSITS
  - TO ACCESS ANOTHER SAVINGS ACCOUNT
- ATM & DEBIT CARD INQUIRIES
- POS AUTHORIZATION INFO
- DIVIDEND INFORMATION
  - CURRENT DIVIDEND
  - PRIOR YEAR & YTD DIVIDENDS
  - TO ACCESS ANOTHER SAVINGS ACCOUNT
- MOST RECENT TRANSACTIONS
- ACCESS ANOTHER SAVINGS ACC.

**4. LOAN INQUIRY**

- SPECIFIC LOAN BALANCE
- BALANCES ON ALL LOANS
- LOAN PAYOFF INQUIRY
- LOAN INTEREST PAID

**5. CREDIT CARD INQUIRY**

- BALANCE INQUIRIES
- PAYMENT INQUIRIES

ACCOUNT ID #'S	
000	MAIN SAVINGS
001 -009	ADDITIONAL SAVINGS
010-011	CHECKING
020-021	IRA
050-051	CLUBS
030	MONEY MARKET
004	BUSINESS SAVINGS
015	BUSINESS CHECKING
LOAN ID #'S	
021 - 025	CONSUMER/SECURED
028 - 029	HOME EQUITY
020	MORTGAGE

\* - REPEAT  
# - RETURN TO PREVIOUS MENU