

TOUCH TONE TELLER

spend less time on banking



it's easy to do more by phone

You can handle a lot of your banking chores by dialing in to your credit union. **Touch Tone Teller** gives you an instant, 24-hour connection to balances and transactions. Plus, you can transfer funds, find out if a check has cleared or a paycheck has come in, or even advance money from your credit line or VISA card into your checking.



746.6131 (Eugene area) or 1.800.533.9792
Or call any branch and press "2"

At start menu: select **1** for checking, **2** for savings, etc. You'll immediately get your balance and last transaction.

Next: **1** repeat the balance, **2** get further details, **3** transfer money, or **4** work with another account, etc.

Northwest
Community Credit Union



5184-00 05/08

your convenience is our priority

You don't always need to drive to a branch or wait in a teller line to do your banking. Life is busy enough. You can use Touch Tone Teller at home, work, or even in the grocery store. And there's never a wait.

get started today

Call or visit and ask for your PIN. In some cases, you may have to wait one business day for service to begin. You'll need your **member number** or **joint account ID** to log in. After your first login, the system will immediately require you to choose your own PIN. That's all there is to it.

keep member numbers private

Ask for a **joint account ID** if a co-owner or authorized user needs to access one of your accounts with Touch Tone Teller. It helps keep your other account details private.

one-on-one help is available

We can help you practice if you visit any branch. Touch Tone Teller can also transfer you to live help during our business hours.



www.nwcu.com

my contact:

tear-off wallet guide

our favorite tips for Touch Tone Teller

- Protect your member number and PIN
- You don't have to wait for the voice to stop if you want to select a menu option
- Pause a moment between key presses
- Simply hang up when you're finished
- Use "*" to specify cents (e.g., "10*45" is \$10.45); otherwise, "10" would be \$10
- Use the "#" key to return to previous menu or the "*" key to repeat the last thing said

