

CALL FLOW

Dial: 762-8600

Welcome to WHCU's audio response teller.

1-800-762-9428(WHCU)

Please listen closely as our menus have changed

Please enter your member number followed by the # sign

Enter your access code followed by the # sign

Option 1 For account and loan inquires enter '1'

For account balance inquiry enter '1'

Enter your account number followed by the # sign

To repeat the last response enter '9'

To return to the previous menu enter *

For account history enter '2'

For a list of deposits enter '1'

For a list of withdrawals enter '2'

For dividends earned YTD enter '3'

For a list of all activities enter '4'

To return to the previous menu enter *

For cleared checks enter '3'

For a list of checks on a selected acct enter '1'

For a specific check on a selected acct enter '2'

To return to the previous menu enter *

Loan inquiry enter '4'

For balance & payment amounts on your Line Of Credit loan enter '1'

For balance & payment amounts on other loans enter '2'

For loan interest paid YTD enter '3'

To return to the previous menu enter *

To return to previous menu enter *

Option 2 For payments transfers and withdrawals enter '2'

To make a loan payment enter '1'

Enter your account number followed by the # sign

To make a transfer enter '2'

To select an account for transfer enter '1'

To select a loan and account for transfer '2'

To return to the previous menu enter *

To make a cross member transfer enter '3'

To transfer to your membership enter '1'

To transfer from your membership enter '2'

To return to the previous menu enter *

To make a check withdrawal, enter 4

For a check withdrawal from a specified account to be mailed enter 1

For a check withdrawal from a specified account to be picked up enter 2

Enter your account number followed by the # sign.

Please enter check amount followed by the # sign.

You have entered "\$XX.XX"

To confirm and process enter 1

To cancel, enter 2

To return to the previous menu, enter *

To return to the previous menu enter *

Option 3 For a new member number or other activities enter '3'

To go to a different membership enter '1'

Please enter your member number followed by the # sign

To change your access code enter '2'

Using the numbers 0-9 enter a new access code followed by the

sign

To return to the previous menu enter *

When in any previous menu push * again to return to main menu