

# Audio Teller



(800) 289-7411

## 24-HOUR ACCOUNT ACCESS

Audio Teller helps to make your financial management easier and convenient. Obtain your checking or savings account balances, make loan payments, transfer funds, place a stop payment and more!

### SPECIAL FEATURES

- Voice Recognition
- Spanish language option
- Ability to transfer directly to a Call Center Representative

### HOW TO USE AUDIO TELLER:

Dial (800) 289-7411 and follow the menu prompts by entering your account number and PIN.

*In order to verify your identity, the first time you call in you'll need to enter your account number, followed by your Social Security Number. This is the only time you will be asked to enter your Social Security Number. You will then be prompted to re-register your Personal Identification Number (PIN). For account transactions and inquiries (balances, interest, etc.) you'll always be asked to enter your account number and PIN.*

*Note: When setting a new PIN, it cannot begin with a zero (0)*

### QUICK TIPS

- Press **3** \* to return to the Main Menu
- Press \* to return to the previous menu
- Press # to repeat an option
- Press **8** \* to use Voice Response
- Press **9** \* to enter a different account number
- To exit voice response say "Touchtone"
- To end your Audio Teller call, simply hang up

See reverse side for additional menu options.



Press or Say



### Account Balances

on savings, checking, certificates, IRAs, credit card, mortgage, and other loans

Press or Say



### Transfer Funds/Make a Payment

Press or Say



### Account History

on savings, checking, certificates, IRAs and loans

Press or Say



### More Options

Change your PIN, place a stop payment, or for other choices:

#### OPTIONS

Press 1 for Stop Payment activities

Press 2 to Change your PIN

Press 3 for future dated transactions

Press 4 for Credit Union information

Press



To return to the previous menu

Press



To repeat the menu or option

Press or Say



To speak with a Call Center Representative  
*(Available during normal business hours)*



877.950.ACCU  
AllianceCCU.com



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