



# Moneyline Voice Response Phone Banking System

Para Español, marque el número 9

To go back to the **Main Menu** at any time, press \*

To log off, simply hang up

## GENERAL SETUP INSTRUCTIONS

The Moneyline Voice Response Phone Banking System has been updated to better serve you.

When you call into Moneyline for the first time, you will be asked to re-register for the new system. At that time, you will be required to answer some challenge questions that provide added security.

You also will be asked to change your PIN, which will become your PIN for online banking, if you use that service.

The following step-by-step guide will assist you:

- Key in User ID (Member Account Number)
- Key in your PIN
- The system will Verify your Phone Number
- You will be asked 3 verification questions
  - When you call Moneyline from the same phone number, you won't be asked these questions
  - If you call into Moneyline from a non-registered phone number, you will need to remember the answers to these questions
- The system requires either a personalized message or one that you may choose from a list
- Finally, you will be asked to enter a NEW PIN
  - Choose a PIN with 4–10 numbers
  - Re-enter to verify

## MAIN MENU

### 1 Balances & Transaction Accounts

### 2 Transfers & Loan Payments

### 5 More Options

## 1 BALANCES & TRANSACTION ACCOUNTS\*

- 1 Savings
- 2 Checking
- 3 Loan
- 4 Credit Card

After choosing account:

- 1 Recent Transactions
  - 1 Deposits
  - 2 Withdrawals
  - 3 Checks
  - 4 Search by Amount

- 2 Back to List of Accounts
  - 1 Select Another Account
  - 2 Go Back to Main Menu



\* Note: If you have a Certificate of Deposit, the system will insert it in this list as **3** and move the other options down one.

## 2 TRANSFERS & LOAN PAYMENTS

Which account do you want to transfer FROM?

- 1 Savings
- 2 Checking
- 3 Credit Card

Which account do you want to transfer TO?

- 1 Savings
- 2 Checking
- 3 Credit Card

## 5 MORE OPTIONS

### 2 Stop Payments

- 1 To continue
  - 1 Enter a range of check numbers
  - 2 Enter a specific check number

### 5 Tax Information

- 1 Savings
- 2 Checking
- 3 Credit Card
- 4 Loan

### 6 More Options

- 1 Personal Preferences
- 2 Change PIN
- 3 Change Phone Number
- 7 Go Back to Main Menu

### 5 Check Withdrawals

When keying in amount, ignore the decimal point (e.g., for \$125.00, key in 12500)

- 1 From Savings
- 2 From Checking

### 7 Go Back to Main Menu

### 7 Main Menu