No matter where you are, banking by phone gives you fast, easy, and confidential access to your accounts. Telephone Banking gives members the option to use the touch-tone keypad or go “hands free” by using the voice-activated teller. With the voice-activated system you can perform a variety of transactions anytime, anywhere, simply by speaking into your phone.

### Instant Account Access

**Telephone Banking** gives you instant access to your account information 24/7.

Telephone Banking allows you to:
- Check balances on all your accounts
- Transfer money between your shares (savings) and checking accounts
- Make loan payments from your checking or shares (savings) accounts
- Stop payment on a check
- Check history on loans, shares, and checking accounts
- Transfer funds between your Northeast Credit Union accounts
- Verify which checks have cleared
- Apply for a loan
- Reorder checks
- And more

### Getting Started

The first time you use Telephone Banking, you’ll be asked to enter your member number and the primary member’s Social Security number in order to select a four-digit personal identification number (PIN).

- Call 1.888.436.1847 and choose option 1 (Account Information)
- Enter member number
- Enter primary member SSN
- Select four-digit PIN #

### Telephone Banking Menu Mode

**Select 1 for Account Balance**
- 1 Checking balance
- 2 Share balance
- 3 Loan balance
- 4 Share balance for a specific date
- 5 Loan balance for a specific date
- 9 Return to previous menu

**Select 2 for Checking Information**
- 1 Checking balance
- 2 Check clearing inquiry
- 3 Check history
- 4 Check stop payment
- 5 Reorder checks
- 9 Return to previous menu

**Select 3 for Loan Information**
- 1 Loan balance
- 2 Open loan list
- 3 Loan payment inquiry
- 4 Loan payment history
- 5 Loan history
- 6 Loan payoff amount
- 7 Loan balance for a specific date
- 9 Return to previous menu

**Select 4 to Apply for a Loan**

**Select 5 for History Inquiry**
- 1 Last direct deposit
- 2 Direct deposit history
- 3 Share or checking history
- 4 Loan history
- 5 Recent check clearance
- 6 ATM history
- 7 ACH (Automated Clearing House)
- 9 Return to previous menu

**Select 6 for Transfers**
- 1 Share to Share Transfers
  - 1 Transfer within your account
  - 9 Return to previous menu
- 2 Savings to Checking Transfers
  - 1 Transfer within your account
  - 2 Transfer to another account
  - 9 Return to previous menu

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1The name that appears at the top of your statement each month identifies who the “primary member” is.
3 Checking to Share Transfers
   1 Transfer within your account
   2 Transfer to another account
   9 Return to previous menu
4 Savings to Loan Transfers
   1 Transfer within your account
   2 Transfer to another account
   9 Return to previous menu
5 Checking to Loan Transfers
   1 Transfer within your account
   2 Transfer to another account
   9 Return to previous menu
6 Loan to Share Transfers
   1 Transfer within your account
   2 Transfer to another account
   9 Return to previous menu
7 Loan to Checking Transfers
   1 Transfer within your account
   2 Transfer to another account
   9 Return to previous menu
9 Return to Previous Menu

Select 7 for Withdrawals by Check
   1 Checking withdrawal
   2 Share withdrawals
   3 Loan advance
   9 Return to previous menu

Select 8 for Additional Options
   1 See if a check has cleared
   2 Stop payment on a check
   3 Dividends or interest paid
   4 Loan payoff
   5 Change PIN number
   6 Take the satisfaction survey
   9 Return to previous menu

Select 9 to Return to the Previous Menu

Telephone Banking Expert Mode

Once you are familiar with the system Expert Mode acts as a short cut and will save you time.

It’s pretty simple. All you have to do to get to Account Balance is press 1-1# or say “eleven” or to get a checking balance just press 2-2# or say “twenty-two”. That way you get what you called for and can go about your business without having to go through the full menu of options.

11 Share Balance
21 Checking Balance
22 Check Clearing Inquiry
23 Checking Deposits
31 Loan Balance
36 Loan Payoff Amount
50 Account History
51 Last Direct Deposit
56 ATM History
57 ACH
61 Share to Share Transfer
62 Share to Checking Transfer
63 Checking to Share Transfer
64 Share to Loan Transfer
65 Checking to Loan Transfer
66 Loan to Share Transfer
67 Loan to Checking Transfer
81 See if a Check Has Cleared
82 Stop Payment on a Check
85 Change PIN Number

Helpful Hints to Get you Started

You can talk or touch during the same call. Feel like pressing a button? Go ahead! Prefer hands free? Just talk. It’s that simple. Your call – your choice!

• For Account Information and the Main Menu, say “Account Information” or press 1 (you will be asked for your Member Number and your existing Telephone banking PIN)
• To end the call at any point, say “Good-bye” or press *#
• To switch to another account, say “Switch Account”
• To go back to the Main Menu of options at any time, say “Main Menu,” or to go back only one step, say “Previous Menu” or press 9
• If at any time you wish to be routed to a member services representative, say “Member Services” or press 0
• When asking for specific information regarding a specific Share or Loan ID, do not include the zero before the numbers 1 thru 9

Northeast CREDIT UNION

/ CALL 888.436.1847 / CLICK NECU.ORG / VISIT YOUR LOCAL BRANCH