

# A Quick & Easy Way To Manage Your Money By Phone

With our **Day-N-Night Teller** service you can stay in close touch with your money from almost anywhere. To use the service you must know your member (account) number and Personal Identification Number (PIN), you select the four digits to be used for your PIN. With a list of all transaction codes and account types and a touch tone phone you can get fast and accurate account information and complete a variety of transactions quickly and automatically, day and night.

## Here's How It Works

**Day-N-Night Teller** can assist you with many transactions, minimizing the time you spend at the credit union. Make transactions and inquiries from home or on the road. Safety is insured because even if someone knows your account number and PIN, the telephone transactions only work within your personal account. **Day-N-Night Teller** cannot transfer money to another person or send a check to another person's address. The possibilities include:

- ◆ Withdrawals from shares and checking (a check will be mailed to you)
- ◆ Up-to-date balances on shares, checking and loans
- ◆ Transfers between shares and checking
- ◆ Loan payments from shares and checking
- ◆ Payoff amounts on current loans.

## How Do You Use Day-N-Night Teller

In this example, **Day-N-Night Teller** will help you transfer funds from savings to checking.

You call: 739-2174 or 1-800-737-0212

**Day-N-Night Teller:** Thank you for calling Freestone Credit Union **Day-N-Night Teller** Service. Please enter your FCU account number followed by a pound (#) sign.

You enter (Your account number and the # sign).

**Day-N-Night Teller:** Please enter the PIN Number for member number 123.

You enter: (Your PIN number—1234).

**Day-N-Night Teller:** Please enter your 2 digit action code now or (99) for help using the system or (98) to terminate the call.

You enter: (Share to checking transfer—10).

**Day-N-Night Teller:** Please enter the share type of the account you wish to transfer from.

You enter: (Your share account type—00).

**Day-N-Night Teller:** Please enter the share type of the account you wish to transfer to.

You enter: (Your checking account type—99).

**Day-N-Night Teller:** Please enter the amount you wish to transfer in dollars and cents. Follow your entry with a pound sign (#).

You enter: (1)(2)(5)(0)(0)(#).

**Day-N-Night Teller:** The amount of the transfer you requested is one hundred twenty-five dollars and zero cents to be transferred from share account (00) to share account (99). To process this transaction press (11): to cancel this transaction press (99).

You enter: (11) to process or (99) to cancel.

**Day-N-Night Teller:** A transaction for \$125.00 has been transferred from account (00) to account (99). Please enter your next action code or (98) to end this call.

You enter: (Another action code) or (98) to end your call.

**Day-N-Night Teller:** Thank you for calling. Good-bye.

Local 254-739-2174  
Toll Free 1-800-737-0212

Detach and return to credit union

Stamp

**Freestone Credit  
Union  
P O Box 210**

# Application

Please fill out the information listed below, detach and return to the credit union.

Name \_\_\_\_\_  
Account # \_\_\_\_\_  
Access # \_\_\_\_\_  
(Access number must be 4 digits and cannot be 0000)  
Signature \_\_\_\_\_ Date \_\_\_\_\_

## How Do I Activate Day-N-Night Teller Service?

1. Fill out the attached card. Make sure you list your Account Number correctly.
2. Select any 4 digit access code. You can not use 0000 or the (\*) or (#) keys.
3. Staple or tape the form together and return today
4. You may access Day-N-Night Teller Service as soon as we receive your application.

### Day-N-Night Teller Transaction Codes

#### Transactions

- 10 Transfer from Savings to Checking or Checking to Savings
- 11 Share to Loan Transfer
- 14 Cross Transfer to Another Share Account
- 15 Cross Transfer to Another Loan Account
- 17 Check Withdrawal from Shares

#### Balance Inquires

- 30 Checking Account Balance
- 31 Savings Account Balance
- 32 Loan Balance
- 33 Certificate Balance
- 34 IRA Account Balance

#### Checking Account Inquires

- 40 Last Five Checks Cleared
- 41 Last Checking Deposit
- 42 Checks Cleared by Check #

#### History

- 50 Last Five Checking Deposits
- 51 Last Five Savings, IRA, CD Deposits
- 52 Last Five Savings Withdrawals
- 53 Last Five ATM Transactions
- 54 Last Five ACH Deposits
- 55 Last Five ACH Withdrawals
- 56 Last Five Payroll Deposits

#### Dividends and Interest

- 60 Year to Date (YTD) Dividends
- 61 YTD Interest Paid
- 62 Prior Year Dividends
- 63 Prior Year Interest Paid
- 64 Last Dividend Amount

#### Rates and Services

- 70 Lobby Hours
- 71 Drive-In Hours
- 72 Voice Response Hours

#### Other Codes

- 81 Loan Payoff
- 82 Calculate Loan Payoff
- 98 Terminate Call
- 99 For Assistance

#### Your Share Types

- 00 Shares (Savings)
- 99 Checking
- 66 Kirby Kangaroo
- 70 Vacation
- 77 Christmas
- 88 Traditional IRA
- 89 Roth IRA
- 92 Money Market

Local 254-739-2174  
Toll Free 1-800-737-0212

# Day-N-Night Teller



## Audio Response System Day and Night Access

**Freestone Credit Union**  
P O Box 210  
613 Main St.  
Teague, TX 75860  
254-739-2594 office  
800-737-8440 office

**Puts You In Touch With Your Money**