



# TELE-BRANCH

Access your account information 24 hours a day, 7 days a week from any phone with Tele-Branch. You can check your balances, transfer funds, keep tabs on your accounts, or request a withdrawal by mail without leaving the comfort of your home or office.

## FIRST-TIME USER

- Dial: 800-625-7491
- Follow the menu prompts
- Enter your account number and PIN\*

\* In order to verify your identity, you'll need to enter your account number and Personal Identification Number (PIN). The PIN can be changed by selecting option 7 and following the prompts.

## QUICK TIPS

- Press 3 and the \* key to return to the main menu.
- Press the \* key to return to the previous menu.
- Press the # key to repeat an option.
- To end your Tele-Branch phone call, simply hang up.

The Tele-Branch system's default is Touch Tone—Press 8\* at any time to use Voice Response.

### FREQUENTLY USED OPTIONS:

**OPTION 1** **BALANCES** on savings, checking, money market, club accounts, certificates, IRAs and loans  
Follow the menu prompts

**OPTION 2** **HISTORY** on savings, checking, certificates, IRAs and loans  
**Account History Menu Features:**

- Last five transactions
- Last five deposits
- Last five withdrawals
- Search by amount
- Search by check number

**OPTION 3** **TRANSFER FUNDS** between accounts or make a loan transfer  
**Transfer Funds Menu Features:**

- Transfer funds immediately
- Schedule funds transfer
- Schedule payment transfer
- Hear existing transfer information

**OPTION 4** **CARD SERVICES** will be transferred to a Member Service Representative

**OPTION 5** **SHARE OR LOAN WITHDRAWAL**  
Follow the menu prompts

**OPTION 6** **STOP PAYMENT** (No Fee) Follow the menu prompts to stop payment on a single check number or range of checks

**OPTION 7** **MORE OPTIONS**  
Follow the menu prompts



**MTC FEDERAL**  
CREDIT UNION

