

303.417.1825 or 877.417.1825

TellerPhone Express

Premier's audio response system gives you convenient access to your credit union accounts 24 hours a day, 7 days a week for inquiries and transactions. There's no application and no fee to use the system. **Please note:** *Certain transactions or requests may incur a service charge. Refer to a Fee Schedule for details.*

MENU Mode

Enter the number that matches the transaction of your choice from the Menu. At the beginning, listen to the entire set of directions. For faster service later on, enter your selection at any time **during the message.**

EXPERT Mode

Enter any transaction number from the list below followed by the # sign (required). At the beginning, listen to the entire set of directions. For faster service later on, enter your selection at any time **during the message.** Enter 97# to end call. Enter 98# to reach an Operator during business hours, and 99# for HELP.

Account Safety

TellerPhone Express knows you personally by your Account Number and Access/Personal Identification Number (PIN). Protect your account(s) by NOT PROVIDING this information to anyone. When accessing TellerPhone Express for the first time, please change your PIN to any four-digit code between 0010 and 9998. You are also encouraged to change your PIN Code and secondary PIN Code periodically.

| Menu Mode | Expert Mode | Menu Mode | Expert Mode |
|---|--|--|--|
| 1 Balance Inquiries 1 Shares, Checking, IRAs, etc. 2 List of all open share accounts 3 Loans 4 List of all open loan accounts | 11# 12# 61# 62# | 6 Loan information 1 Loan balance 2 List of all open loan accounts 3 Payment amount and due date 4 Loan payment history 5 Loan payoff amount | 61# 62# 63# 64# 65# |
| 2 History Inquiries 1 Last payroll deposit 2 Last deposit 3 Shares, Checking, IRAs, etc. history 4 Loan history 5 Deposit history 6 Recent transaction activity 1 Check "cleared" history 2 ACH history 3 Payroll history 4 Loan payment history 5 Debit card history | 21# 22# 23# 64# 25# 54# 26# 27# 28# 24# | 7 Additional options 1 Year-to-date information 1 IRA contributions 2 Dividend information 3 Loan interest information 2 To change preferences 1 Change Access (PIN) Code 2 Change Secondary (PIN) Code 3 Change to menu/expert mode 4 Savings/investment rates 3 To change to other account 4 Savings/investment rates 5 Branch/service centers and ATM info | 71# 72# 73# 90# 91# 92# 93# 94# 95# 96# |
| 3 Withdrawals by check* 1 Shares <small>*checks are mailed the next business day only to the address on file)</small> | 31# | 9 Replay current menu # To return to previous menu * To end call 0 Speak to operator (during office hours) ? HELP - List of expert mode codes | N/A N/A 97# 98# 99# |
| 4 Transfer funds between accounts (share certificates and IRAs excluded) 1 Any share to any share 2 Any share to any loan 3 Overdraft loan advance to any share 4 Credit card information 5 Share to VISA credit card payment | 41# 42# 43# 46# 44# | | |
| 5 Checking information 1 Checking balance 2 Check "cleared" inquiry (one check) 3 Check "cleared" range 4 Check history "recent cleared" 5 Check copy request (up to 1 week) | 51# 52# 53# 54# 55# | | |

Premier TellerPhone Express
303.417.1825 or 877.417.1825
Online Banking: pmcu.org



Using TellerPhone Express

1. Call **303.417.1825** or toll free **1.877.417.1825**
2. Enter your account number followed by the # key
Sample Account Number: 12345-6 = 123456#
3. Enter your 4-digit Access/Personal Identification Number (PIN) Code and # key. Call us to initiate PIN
4. Enter secondary PIN Code
5. Press 1 for Main Menu
6. Follow instructions for MENU Mode or use Expert Mode (See #7 Additional options)

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| 2 History Inquiries 1 Last payroll deposit 2 Last deposit 3 Shares, Checking, IRAs, etc. history 4 Loan history 5 Deposit history 6 Recent transaction activity 1 Check "cleared" history 2 ACH history 3 Payroll history 4 Loan payment history 5 Debit card history | 21# 22# 23# 64# 25# 54# 26# 27# 28# 24# |
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| 6 Loan information 1 Loan balance 2 List of all open loan accounts 3 Payment amount and due date 4 Loan payment history 5 Loan payoff amount | 61# 62# 63# 64# 65# |
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Note: TellerPhone Express will **automatically terminate calls** if no entry is made for 30 seconds or if the call exceeds 10 minutes.

Entering dates: use 6 digits
(i.e., January 23, 2015 = 012315, then # key)

Entering dollar amounts: do not use decimals
(i.e., \$100.00 = 10000, then # key)

Anytime. Anywhere. Account Access.



CONTACT US TODAY

Call 303.657.7000 or visit pmcu.org for more information.

 **PREMIER
MEMBERS**
CREDIT UNION

