

# BANK BY PHONE

Call Flow Menu



**DIAL 315-693-2001 TO ACCESS  
BANK BY PHONE**

## MAIN MENU

- 1** Account Balance
- 2** Account History
- 3** Share or Loan Withdrawal
- 4** Transfer Funds or Make a Payment
  - 1** Transfer Funds Immediately
  - 2** Immediate Cross-Member Transfer
  - 3** Schedule a Funds Transfer
  - 4** Schedule a Cross-Member Transfer
  - 5** Payments
    - 1** Make an Immediate Payment
    - 2** Schedule a Payment

After calling in, you will hear the Welcome Message followed by the Main Menu.

- 5** Card Services
  - 1** Activate a Card
  - 2** Contact the Fraud Center
  - 3** Deactivate or Report a Card Lost/Stolen
- 6** Future Dated Items
  - 1** Hear ACH Transactions
  - 2** Hear Existing Scheduled Transfers
- 7** Stop Payments
  - 1** Stop Payment - Specific Check
  - 2** Stop Payment - Check Range
  - 3** Stop Payment Inquiry
- 8** Change Your PIN
- 9** Credit Union Information

## GLOBAL COMMANDS

Global commands are available any time throughout the call

- 3** \* Main Menu
- 1** \* Help
- 5** \* Skip

- \* Previous Menu
- # Repeat

- 9** \* Change Member
- 8** \* Voice Recognition