



Texas Teller

325/947-0383

Toll Free 1/800/707-0383

Service Codes

- 0 Guided Menu
- 7 Account Activity - also gives items returned NSF
- 8 Account Deposits - gives type of deposit
- 9 Account Withdrawals
- 11 Share/Savings Account Balance - gives both current and available balance and then gives last deposits
- 12 Checking Account Balance - gives both current and available balance, and last 5 deposits
- 13 Checks Paid - can request specific check number or it will list checks paid beginning w/most recent; also gives items returned NSF
- 14 Pre-Authorized Drafts Paid - requires check#
- 15 General Account Balance - provides same information as service code 11
- 16 General Loan Balance - gives current balance; next payment due and today's pay-off
- 17 General Checks Paid
- 18 Dividends Paid on Account - gives year to date and last year's dividends
- 19 Interest Paid on Loan - gives year to date and last year's dividends
- 20 New Member Number - allows you to inquire on another member number without hanging up and calling back
- 21 Transfer Savings to Checking
- 22 Transfer Checking to Savings
- 25 Transfer Loan Advance to Savings
- 27 Account to Account Transfer
- 28 Loan to Account Transfer
- 29 Cross-Member Transfer
- 31 Check Withdrawal from Savings (mailed) - tells you what day the check will be mailed
- 34 Check to be mailed - tells you what day the check will be mailed
- 41 Loan Payment from Savings
- 42 Loan Payment from Checking
- 45 Loan Payment
- 66 Change Access Code

Instructions:

1. Call (325) 947-0383 (local) or (800)707-0383 toll free if you are out of town.
2. Texas Teller will ask you to choose 1 for English or 2 for Spanish followed by the # sign.
3. Texas Teller will ask for your Member Number. Enter your Member Number followed by the # sign.
4. Texas Teller will now ask for your Access Code. Enter the 4 digit code you chose or were automatically assigned followed by the # sign. (Texas Teller automatically assigns the last 4 digits of your social security number as your default Access Code. You will be asked to change your Access Code to a number of your choosing the first time you call Texas Teller)
5. Texas Teller will ask for a Service Code number (Service Code numbers are listed to the left) or allow you to press "0" to access a Guided Menu.
6. To perform a transaction, enter the Service Code number of the transaction you wish to perform followed by the # sign. EXAMPLE: What is my Savings Balance? Enter 11 followed by the # sign. Texas Teller will tell you: "Account balance is \$____. Available balance is \$____." It will then give you details of your last 5 deposits and then ask you for another Service Code or allow you to press 0 for a Guided Menu followed by the # sign.
7. If you pressed 0 for the Guided Menu, Texas Teller will give you a brief listing of the transactions available on Texas Teller. You may press * to exit the Guided Menu.
8. Do not use the withdrawal selections if you mean to transfer funds. Withdrawals will issue a check to be mailed to you at your address listed on your account.
9. If you want to know your loan balance, you will need your loan note number, this number can be found listed under the loan part of your statement. EXAMPLE: Loan Account 1, Loan Account 2, etc.

10. ALWAYS REMEMBER TO ENTER A # SIGN AFTER EACH ENTRY. THE # SIGN IS WHAT SENDS WHAT YOU HAVE ENTERED TO THE COMPUTER.

11. No decimals are needed: \$100.00 is entered as 10000.

12. If by chance you feel someone has discovered your Personal Security Code, you need to do a Service Code 66 transaction to change to a new number.

12. 9# Ends the call. Then just hang up.

Other Things to Remember:

pressing 1 then # lists more activity on the current service code

pressing 2 then # repeats the last response

pressing 3 then # ends the current service code, but does not end the call

press # to complete a transfer

press *# to cancel a transaction

if you are making a transfer and only have 2 deposit accounts it will assume the receiving account number

Additional Information Concerning
Cross-Account Transfers:

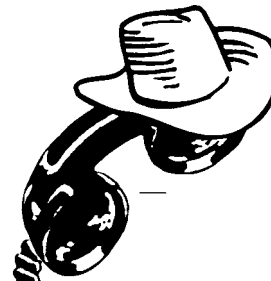
We must have the member's or joint owner's written authorization from the sending account to add or delete accounts that may receive transfers.

You can only transfer to accounts that are set up on your account to send to. This should prevent any chance of mis-keying an account number.

Your statement will show the "to" or "from" account numbers for a "Texas Teller" transaction, but will not show the type of account the funds were transferred to such as savings, checking, loan, etc.

There will be no reversals or corrections of cross-account transfers performed on Texas Teller. Texas Teller repeats your request and gives you the opportunity to verify and authorize or cancel the transaction. If you transfer from one account that you are on to another account that you are on, you will be able to transfer the funds back. If you transfer from your account to an account that you are not listed as a member or joint owner on we will not reverse the transaction once it has been completed since the receiving account number is already entered into the system and secondly you had the opportunity to cancel the transaction.

There are no limitations on the amount or number of transfers that can be made other than only available funds will be transferred.



Texas Teller AudioResponse

325 / 947 - 0383

800 / 707 - 0383

It's FREE!!

**Eight phone lines available to
access your account
24-hours a day with
your touchtone phone.**

Now Available in Spanish!

**** Menu-Driven system walks you
through your transactions ****



1st Community Federal Credit Union

* 3505 Wildewood * 620 West 29th

* Goodfellow AFB * 202 SW Main, Eldorado

* San Angelo 325/653-1465 800/749-1465

* Eldorado 325/853-2538 * Ballinger 325/365-2105

* Fort Stockton 432/336-2273

Web Site: www.1stcommunityfcu.org

E-Mail: 1stcomcu@wcc.net