

Access your Advia Credit Union account 24 hours a day with our automated phone system. Get up-to-minute account information, allowing you to transfer money, hear recent transactions, and so much more!

## Getting Started

### To Enroll in Phone Banking:

New users must first obtain a PIN (Personal Identification Number) to access Telephone Banking.

To obtain a PIN, simply give us a call at 844.238.4228 or stop by your local branch. You can choose your own 4-digit PIN at this time.

### First Time Calling In:

To call in to Telephone Banking, call 844.238.4228 and select Option 6 or just say "Phone Banking." Follow the prompts by entering your Member ID (Account Number) and 4-digit PIN. Then select from the initial menu: Option 1 - Select an account to work with; Option 2 - Transfer money; Option 3 - More Choices.

## When You Select #1 to select an account, you may hear ...

### 1 - To work with Savings

You may be prompted for which Savings Account to work with. You'll then hear your current balance, available balance, and last transaction. You may select any of the following prompts:

- 1 - Account summary
- 2 - More details
  - 1 - All transaction history
  - 2 - Deposits
  - 3 - Withdrawals
  - 4 - ACH/Payroll deposits
  - 5 - Dividends earned
- 3 - Transfer
- 4 - To work with another account
- 5 - More choices

### 2 - To work with Checking

You'll hear your current balance, available balance, and last transaction. Select '#' to hear additional recent cleared checks, or select any of the following prompts:

- 1 - Account summary
- 2 - More details
  - 1 - All transaction history
  - 2 - List of cleared checks
  - 3 - Recent deposits
  - 4 - Recent withdrawals
  - 5 - ACH/Payroll deposits
  - 6 - More choices
    - 1 - Recent e-checks & debit transactions
    - 2 - Recent dividends earned
    - 3 - Find a specific check that has cleared
- 3 - Transfer
- 4 - To work with another account
- 5 - More choices

**That's not all**, additional prompts will be available to you if you hold a loan or line of credit with Advia!

## To Change Your PIN

From the main menu, select 3 (More Choices). From there,

- Select 1 - Change PIN
- Enter your NEW 4-digit PIN
- Re-enter the same 4 digits

You'll receive confirmation that your PIN has been changed. Select '#' to return to the previous menu, or simply end your call.

## Additional 24-Hour Phone Tips

- \*\* - Select this key to repeat your current options
- # - Select this key to return to the previous menu

Decimal points are also represented by the "\*" key. For example, \$300.25 would be entered as 300\*25

**Still have questions?** We're here to help. Call us at 844.238.4228 and one of our Member Support Specialists will help you with account information and additional 24-Hour Phone navigation tips.