

Access your account 24 hours a day with Ava, your Advia Virtual Assistant. Ava will guide you with a friendly, conversational approach. Get up-to-minute account information, transfer money, make a loan payment, and more!

## Call 844.238.4228 to connect with Ava

When you call, our recorded message will provide you with options:

1. Dial by 4-digit extension number,
2. Say 'Directory' to search by name. Enter the first three letters of the last name to search the directory, or
3. Ask Ava for information or help on various topics below.

## What happens if I miss the prompt?

You can ask Ava, our Advia Virtual Assistant, for the 'Directory'.

## Can I manage my account online?

Yes, you can manage your account on-the-go with the Advia Digital Banking App from the Apple App Store or Google Play Store. You can also manage your accounts at [adviacu.org](http://adviacu.org) from your desktop.

## What is an Account Voice PIN?

You can choose any 4-digit number as your PIN to expedite verification. Pins are only valid for primary account owners and will bypass additional verification questions and secure access codes. Don't have a cell phone to receive the secure access code text message? Using a voice PIN will bypass the need for a secure access code. Ask any Advia Team Member to set your PIN for you.

## How Ava Can Help

Simply ask Ava for information as you would when talking to a member from our team. Here are some examples:

### Check Account Balances

- I need my account balance.
- What's available in my account?
- What's my loan balance?

### Transfer funds

- I need to transfer money.
- I want to move money from my savings account.
- I want to move money from my checking account.

### Make Loan Payments

- Includes Mortgage Center, credit cards, and Silver Lake commercial payments
- I need to make a payment.
  - Make a loan payment.
  - I want to pay my loan.

### Recent Transactions Review

- I need my recent transactions.
- What has posted to my account?
- What transactions are pending on my account?

### Cleared Checks Review

- What checks have cleared my account?
- I mailed a check, did it clear?
- Can I see if a check cleared?

### Enroll in Digital Banking, Secure Access Codes, and Unlocking Digital Banking

- I need to reset my password.
- I forgot my password.
- I need help with my secure access code.
- I'm locked out of my account.
- Help me with digital banking.

## **Ava is getting smarter every day!**

If Ava can't answer your question, try rephrasing it in a full and specific sentence. Otherwise, simply say "live representative" and a member from our team can assist you. For best practices, don't use one word or short phrases. For example, "Checking Account" could mean to Ava that you want to check your balance, or inquire about a fee. Additionally, wait for Ava to finish speaking before responding. Like most of us, Ava has a hard time listening while she's speaking.

## **Getting Started: Banking with Ava**

**Step 1: Call 844.238.4228 and wait for Ava to greet you.**

**Step 2: Ask Ava for help (or for assistance) using full sentences.**

**Step 3: Authenticate your account in three easy steps:**

1. Say or enter your account number or a card number associated with your account.
2. Say or enter the last 4 digits of your social security number.
3. Say or enter your account voice PIN.
  - If you already have an account voice PIN, you can continue to use that same PIN.
  - Don't have an account voice PIN? Ava will authenticate you with security questions and messaging a secure access code to your mobile phone number on file.
  - Want to set up an account voice PIN? Our call center and branch teams can assist with setting up a secure PIN. Please note, only the primary account member can set the PIN.
  - Need to change your PIN? Our call center and branch teams can assist with changing your PIN.

Once validated, Ava will begin processing your request, allowing you to manage your account right from your phone.

## **Have other questions?**

We're here to help. Ask to speak to a Member Support Specialist who will help you with account information.