

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

Call **844.ADVIA.CU** (844.238.4228), and select **Option 6**, or just say **“Phone Banking”**. Please have your Member ID (your Advia CU account number) and your Personal ID (last 4 digits of your primary account holder’s Social Security Number).

You’ll be asked to choose from the following initial menu:

- 1 - Select an account to work with
- 2 - Transfer money
- 3 - More choices (from here you may change your PIN)

Our 24-hour automated phone system will walk you through options based on the account types you hold.

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.