



Convenient telephone access to your accounts
Fast transfers, payments and inquiries 24/7
Safe, secure transactions

Important tips to remember as you're using **US 24** Telephone Teller

- To access US 24 for the first time, enter your account number, then enter the last four digits of your Social Security Number as your PIN. For your security, you'll then be prompted to select a new PIN to use when requesting balance information and processing transactions.
- You must hit the # key after selecting the suffix number. You also must hit the # key after entering a dollar amount.
- If you know the suffix number that you are transferring out or into, you can bypass the list and enter the suffix number with the # sign after it.
- Always key in dollars and cents for each amount. US 24 automatically inserts a decimal point before the last two digits. Example: 2500 will read \$25.00.
- For your protection, your call will be terminated if you enter an incorrect ACCESS CODE or PIN three times.
- Important: Your transaction WILL NOT be processed until you receive a confirmation number.
- Take your time as you use US 24, but please remember that if no entry is made within 30 seconds, US 24 will assume you are finished and terminate your call.
- If you want to cancel a transaction in progress, simply press 3.
- If you call and get a busy signal, US 24 is helping other members. Please hang up and call back in a few minutes.
- When your transactions are complete, simply hang up.



US 24 gives you 24-hour account access - *anytime, anywhere.*

Wherever you are - any day, any time - you can access your United Financial CU accounts with the touch of a button. US 24 gives you instant access to important account information, lets you make convenient transactions, and more - right over the phone!

You can have complete control of your account simply by dialing the phone - and it's FREE! Just call 989.777.3620 ex. 1, and US 24 will help you:

- Check your account balances
- Make loan and mortgage payments
- Transfer funds from one account to another
- Make check withdrawals from share accounts
- Get an advance on your personal line of credit
- Estimate the payoff amount for a specific loan



US 24 Telephone Information System Convenience Services



"Serving The Valley Communities"

Mailing Address

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Telephone

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Federally insured by NCUA



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Where people are worth more than money™

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US 24 Reference Guide

Enjoy 24-hour access to your United Financial accounts

Dial 989.777.3620 ex. 1

To access the US 24 System:
989.777.3620 ex. 1

US 24 WELCOME MESSAGE

Enter Account Number & PIN

Speed Keys

- * To Return to Prior Menu
 - ** To Return to Opening Menu
 - # To Repeat These Choices
 - To End the call, hang up!



Call **US 24** any time to:

- Check your account balances
 - Make loan payments
 - Transfer funds between accounts
 - Make check withdrawals from share accounts
 - Estimate a loan payoff amount
 - And much more

Remember these helpful tips:

- US 24 can be accessed only from a touch-tone phone
 - Enter amounts in dollars and cents with no decimal point (i.e., 2500 for \$25.00)
 - Hang up to exit US 24
 - Protect your US 24 PIN and keep it separate from all other documentation

