



US 24 Telephone Teller

US 24 Telephone Teller helps make your financial management easier and convenient.

Use a touch-tone telephone from anyplace to access your United Financial account information! You can hear your account balances, transfer money, find out what transactions have cleared and so much more. It is totally FREE and is accessible 24 hours, 7 days a week!

The Telephone Banking system's default is Touch Tone - Press 8 to use Voice Banking

HOW TO USE US24 TELEPHONE BANKING

Dial: 989-777-3620 ex 1

Follow the menu prompts

Enter your account number and PIN

In order to verify your identity, the first time you call in you'll need to enter your account number, followed by your Social Security number. This is the only time you will be asked to enter your Social Security Number. You will then be prompted to set up a Personal Identification Number (PIN). For account transactions and inquiries (balances, interest, etc.) you'll always be asked to enter your account number and PIN.

QUICK TIPS

- Press **3*** to return to the main menu.
- Press the ***** to return to the previous menu.
- Press the **#** to repeat an option.
- Press **8*** to use Voice Recognition
- Press **9*** to enter a different account number.
- Press **7*** to hang up.
- Press **1*** to hear a list of commands

QUICK REFERENCE GUIDE

The menu may vary based on what is available on your account.

Account Balance Menu (Press or say 1)

- Press 1 for Savings
- Press 2 for Checking
- Press 3 for Loans
- Press 4 for CDs or IRAs

Account History Menu (Press or say 2)

- Press 1 for Savings
- Press 2 for Checking
 - Press 1 for all transactions
 - Press 2 for deposits
 - Press 3 for withdrawals
 - Press 4 for atm transactions
- Press 3 for Loans
- Press 4 for CDs or IRAs

Make a Loan Payment Menu (Press or say 3)

- Press 1 to make a payment now
- Press 2 to schedule a payment

Funds Transfer Menu (Press or say 4)

- Press 1 to transfer funds immediately
- Press 2 to make immediate cross member transfer
- Press 3 to schedule a funds transfer
- Press 4 to schedule a cross member transfer
- Press 5 to hear existing scheduled transfers

Future Dated Transaction Menu (Press or say 5)

- Press 1 to hear ACH transactions
- Press 2 to hear existing scheduled transfers

Stop Payment Menu (Press or say 6)

- Press 1 to submit a stop payment – specific check
- Press 2 to submit a stop payment – check range
- Press 3 for stop payment inquiry

Interest Rate Menu (Press or say 7)

Deactivate or report a card lost or stolen (Press or say 8)

More Options (Press or say 9)

- Press 1 to Change your US24 Teller PIN
- Press 2 to Get account information by email
- Press 3 for Credit Union Information