Diablo Valley Federal Credit Union
Telephone Teller Flow Chart
1-877-811-8190

Please listen carefully to the instructions. The chart below shows options that are given. If you have any questions, please give us a call at 925-771-5600.

- **1 - Select an Account**
  - 1 - Shares
  - 3 - Draft
  - 4 - IRA
  - 5 - Certificate
  - 6 - Money Market
  - 7 - Loan
- **1 Account Summary**
- **2 More Details**
  - Share Details
    - 1 - All Transactions
    - 2 - Deposits
    - 3 - Withdrawals
    - 4 - ACH & Payroll Deposits
    - 5 - Last and Year to Date Interest
  - Draft Details
    - 1 - All Transactions
    - 2 - Cleared Checks
    - 3 - Deposits
    - 4 - Withdrawal
    - 5 - ACH & Payroll Deposits
    - 6 - More Choices
  - Loan Details
    - 1 - All Transactions
    - 2 - Last Payment
    - 3 - Next Payment
    - 4 - Last & Year to Date Interest
  - Certificate Details
    - 1 - Last & Year to Date Interest
    - 2 - All Transactions
- **3 Transfer Funds**
  - 1-Transfer from Account
  - 3 - Make a Loan Payment
  - 4 - Advance from a Loan
  - 5- Withdrawal by Check
  - 6 - Transfer to Another Member
- **4 Another Account**
- **5 More Choices**
- **2 - Transfer Funds**
  - 1-Transfer from Account
  - 2 -Transfer to Account
  - 3 - Make a Loan Payment
  - 4 - Advance from a Loan
  - 5 - Withdrawal by Check
  - 6 - Transfer to Another Member
- **3 - All Account Balances**
- **8 - More Choices**
  - 3 - Change PIN
  - 4 - Log in with Account Number

*** - Decimal or repeat last message**

 # - Go to Previous Menu

To end call please hang up.

If you are not sure that a transaction was completed, go to All Transactions and listen to see if it appears in your history.

For Share, Loan, Certificate numbers, please refer to your Statement, e*teller, or give us a call at 925-771-5600.