

Updated Instructions for Enhanced TellerLine

Due to changes by our software vendor, the action codes on our TellerLine system have changed. The following information will help you quickly navigate around the system. By using the options below you can quickly press through the buttons without listening for each prompt.

Step 1 Dial your local WCCU TellerLine number (634-9228, 647-8000, 768-9000) or for long distance calls 1-888-634-9228 (only available when calling from outside the local area).

Step 2 PRESS 1 for English **or** PRESS 2 for Spanish.

Step 3 PRESS 1 if you are a member already enrolled in TellerLine. Enter your WCCU Member Number and press # and then enter your password.

PRESS 2 to enroll in TellerLine.

You are now in the Main Member Menu. Select one of the following four options:

Note: By using the options below, you can quickly press through the buttons until you reach the option you want. To go back to a previous menu simply press * at anytime.

PRESS 1 for Account information

PRESS 1 for checking and savings information

PRESS 1 for Checking or Money Market

Press 1 for all transactions

Press 2 for electronic transactions

Press 3 for cleared checks

Press 4 for all other transactions

Press 1 ATM transactions only

Press 2 Debit Card transactions only

Press 3 ACH transactions only

Press 4 Deposits only

Press 5 Miscellaneous transactions

PRESS 2 for Savings

PRESS 3 for Share Certificate

PRESS 4 for IRA's

PRESS 2 for loan information

PRESS 2 for Transfers and Payments

PRESS 1 for transfers (checking & savings)

PRESS 3 for payments (loan)

PRESS 3 for Account Balances and Tax Information

PRESS 1 for checking, savings or money market balances

PRESS 2 for loan balances

PRESS 4 for tax information for checking and savings

PRESS 5 for tax information on loans

PRESS 4 for All Other Information (this is where you can change your password)