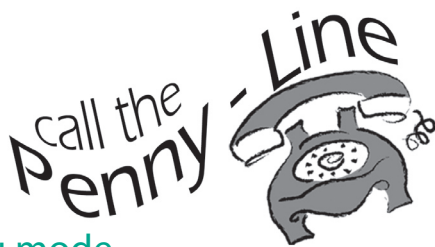


# Penn State Federal

That's my Credit Union!



1-814-865-3983 (local)

1-800-828-4636 (toll free) Menu mode

Penny will request a 4 digit access code number. Enter your current audio response code. If this is your first time calling, you will choose a 4 digit access code number and will need the primary account holder's 9 digit social security number ready. New access codes must be between 0011 and 9998. Penn State Federal does not keep a record of your access code.

### **Penny's Hints:**

Enter dates as 6 digits: February 7, 2004 =020704

Enter amounts without decimals: \$100.00 =10000

The first time you call, you will be in Menu Mode. In order to use the Expert Mode you must change the Preference Option to Expert Mode.

## **MENU MODE**

### **Main Menu:**

- 1 - Balance Inquiry
- 2 - History Inquiry
- 3 - Transfers
- 4 - Withdrawals By Check
- 5 - Share Draft Info
- 6 - Loan Info
- 7 - Additional Options
- 8 - Locations & Rates
- 9 - Replay Current Menu
- \* - End The Call

# - Return To Last Menu

### **Balance Inquiry (1 then):**

- 1 - Share Draft (checking) Balance
- 2 - Share Balance
- 3 - Open Share List
- 4 - Open Loan List
- 5 - Loan Balance

### **History Inquiry (2 then):**

- 1 - Last Payroll Deposit
- 2 - Last Deposit
- 3 - Share
- 4 - Loan
- 5 - Deposit
- 6 - Recent Transaction Activity
  - 1 - Draft
  - 2 - ATM
  - 3 - ACH
  - 4 - Loan Payment

### **Transfers (3 then):**

- 1 - Any Share To Any Share
- 2 - Line Of Credit To Share
- 3 - Share To Loan Payment

### **Withdrawals by Check (4 then): \***

- 1 - Share Withdrawal
- 2 - Line Of Credit Advance

### **Share Draft Info (5 then):**

- 1 - Balance
- 2 - Draft Number Inquiry
- 3 - Draft Number Range

### **Loan Info (6 then):**

- 1 - Balance
- 2 - Payment History
- 3 - Payoff Amount

### **Additional Options (7 then):**

- 1 - Y-T-D Information
  - 1 - IRA Contributions
  - 2 - Dividends
  - 3 - Interest
- 2 - Preferences
  - 1 - Change Access Code
  - 2 - Change To Expert Mode
  - 3 - Access Another Account

### **Locations & Rates (8 then):**

- 1 - Branches, Hours & ATMs
- 2 - Share Rates
- 3 - Certificate Rates
- 4 - IRA Rates
- 5 - New Auto Rates
- 6 - Used Auto Rates
- 7 - Unsecured Loan Rates
- 8 - Home Equity Rates

## **EXPERT MODE**

(PRESS # AFTER EACH ENTRY)

### **Balance Inquiry:**

- 11# - Share Draft (checking) Balance
- 12# - Share Balance
- 13# - Open Share List
- 14# - Open Loan List
- 15# - Loan Balance

### **History Inquiry:**

- 21# - Last Payroll Deposit
- 22# - Last Deposit
- 23# - Share
- 24# - Loan
- 25# - Deposit
- 26# - Draft
- 27# - ATM
- 28# - ACH
- 29# - Loan Payment

### **Transfers:**

- 31# - Any Share To Any Share
- 32# - Line of Credit To Share
- 33# - Share To Loan Payment

### **Withdrawals by Check: \***

- 41# - Any Share Withdrawal
- 42# - Line Of Credit Advance

### **Share Draft (checking) Info:**

- 11# - Balance
- 52# - Draft Number Inquiry
- 53# - Draft Number Range

### **Loan Info:**

- 15# - Balance
- 62# - Payment Inquiry
- 63# - Payoff Amount

### **Additional Options:**

- 71# - Y-T-D IRA Contributions
- 72# - Y-T-D Dividends
- 73# - Y-T-D Interest
- 74# - Change Access Code
- 75# - Change To Menu Mode
- 76# - Access Another Account

### **Locations & Rates:**

- 81# - Branches, Hours & ATMs
- 82# - Share Rates
- 83# - Certificate Rates
- 84# - IRA Rates
- 85# - New Auto Rates
- 86# - Used Auto Rates
- 87# - Unsecured Loan Rates
- 88# - Home Equity Rates
- 99# - To End the Call

\* Minimum withdrawal is \$25.00. Checks are made payable to the primary account holder and are mailed to the primary address the next business day.