

Touch-Tone Service

STEP 1

For direct access to Telephone Banking, dial **(714) 885-7600**. After the system greeting, press “#1” to enter the touch-tone application.

Telephone Banking is also available via our main number at **(714) 755-5900** or toll free at **(888) 354-6228** along with access to information about our other products and services.

STEP 2

Make your selection from the main menu:

Account Access – press “1”

Card Services – press “2”

Merchant Check Verification – press “3”

System User Instructions – press “4”

STEP 3

For Account Access and Card Services, the system will prompt you to enter

your Member and access numbers. If you do not have a Telephone Banking access number, contact a Member Service Representative in the Call Center at **(888) 354-6228**.

Call Center Hours:

Mon.-Fri 8 am – 7 pm

Sat. 9 am – 2 pm

Helpful Tips

Please remember that Telephone Banking refers to your savings and loan suffixes as account numbers. For specific account numbers, please refer to your Orange County's Credit Union statement.

Enter all dollar amounts without decimals.

Example:

For 777.12, enter 77712.

After your Member and access numbers have been validated, you can touch commands in rapid succession to reach the feature you wish to access.

Example:

By pressing 1-1-1 you'll get the balance on your primary account.

Account Access Menu Options

Account Inquiry – press “1”

Transfer Funds – press “2”

Withdrawal by Check – press “3”

Stop Payment Request – press “4”

Change Access Number - press “5”

Re-Order Checks – press “6”

Access Other Memberships – press “7”

Repeat Options – press “8”

Previous Menu – press “9”

Telephone Banking Pocket Guide

Safely access your accounts from anywhere in the world, at any hour of the day, with a single phone call.



Speech Recognition Service

STEP 1

For direct access to Telephone Banking, dial (714) 885-7600.

Telephone Banking is also available via our main number at (714) 755-5900 or toll free at (888) 354-6228 along with access to information about our other products and services.

STEP 2

The system will provide a menu of options to choose from or you can simply tell the system where you want to go. For example say "Checking Balance."

STEP 3

The system will prompt you to enter your Member and access numbers. If you do not have a Telephone Banking access number, contact a Member Services Representative in the Call Center at (888) 354-6228.

Call Center Hours:

Mon.-Fri. 8 am – 7 pm

Sat. 9 am – 2 pm

Helpful Tips

Please remember that Telephone Banking refers to your savings and loan suffixes as account numbers. For specific account numbers, please refer to your Orange County's Credit Union statement.

Avoid speakerphones and noisy environments.

Speak clearly and distinctly in your natural tone.

Answer the questions exactly, unless using a shortcut.

Interrupt the system when you know what you want to do.

While using the speech recognition feature, you may also use your telephone keypad to make entries or selections.

Enter all dollar amounts without decimals.

Example:

For 777.12, enter 77712.

Say "Instructions" for detailed information on how to use the speech recognition application.

Say "Start Over" to return to the beginning.

Say, "Goodbye" or "Exit" to end the call.

To return to the previous function, say "Go Back".

To replay the last item, please say "Repeat".

Shortcut Terms

These terms can be spoken from the main menu to bypass the options and speed you to your function:

"Transfer"

"Account History"

"Account Balance"

"Withdrawal Check"

"Stop Payment"

"Checking History"

"Checking Balance"

"Savings History"

"Savings Balance"

"Money Market History"

"Money Market Balance"

"Certificate Balance"

"Certificate Interest"

"Certificate Maturity"

"IRA Balance"

"IRA Interest"

"IRA Maturity"

"Loan Balance"

"Loan Information"

"Loan Interest"

"Card Activation"

"Change Access Number"

"Lost Card"

"Merchant Check Verification"