

ActionLine Guide

All you need is a touch-tone phone and your **personal access code** to be in control of your finances anywhere, any time. Simply follow the five easy steps printed in this guide and you're on your way! If you have never used ActionLine before, or if you have forgotten your access code, please call (714) 755-5900, or from outside Orange County, call (888) 354-6228, for assistance. For your convenience, all monetary ActionLine transactions will appear on your account statement. Unlimited transfers are available from your checking account, and up to six transfers per month from each of your savings accounts.

<p>STEP 1</p> <p>Pick up any touch-tone phone and call: (714) 755-5900. Outside Orange County, call toll free (888) 354-OCCU.</p> <p>Press 1 for automated access to your accounts.</p>	<p>SERVICE CODES</p> <p>For fastest calling, enter any of the following service codes below (followed by the pound key #). Or, for a guided menu, press 81 and then press the pound key (#).</p>
<p>STEP 2</p> <p>After the ActionLine voice greets you, enter your member number followed by the pound key (#).</p>	<p>INQUIRIES</p> <p>Account activity: press 7 and then pound key (#). Savings & checking balances: press 15 and then pound key (#). Loan balances: press 16 and then pound key (#). Checks (drafts) paid: press 17 and then pound key (#). Dividends paid: press 18 and then pound key (#). Interest paid on loans: press 19 and then pound key (#).</p>
<p>STEP 3</p> <p>You will be asked for your access code. Enter your four-digit access code followed by the pound key (#). If you do not have an ActionLine access code, please call (714) 755-5900 to obtain personal assistance from a Member Service Representative.</p> <p>Call Center hours: M-F 8am – 7pm SAT 9am – 2pm</p>	<p>Go to another member number: press 20 and then pound key (#). Loan payment calculations: press 53 and then pound key (#).</p> <p>TRANSFERS</p> <p>Account to account: press 27 and then pound key (#). You can transfer funds between your savings, checking or money market accounts. Loan advance to an account: press 28 and then pound key (#). Transfer funds from your Pre-Approved Line of Credit (PAL) or Home Equity Line to your savings, checking or money market accounts. Loan payment from an account: press 45 and then pound key (#). Transfer to/from another member number (spouse, etc.): press 29 and then pound key (#).</p>
<p>STEP 4</p> <p>Then enter the service code of your choice and the pound key (#). For a list of service codes, press 81 and then the pound key.</p>	<p>PLEASE NOTE: When transferring funds, you will need your specific account numbers (which are different than your member number). Your account numbers can be found on your account statement or the account summary page of Online Banking.</p>
<p>STEP 5</p> <p>When all transactions are completed, enter 99 and then press the pound key (#) to end your call. Please remember that ActionLine refers to your savings and loan suffixes as account numbers. For your specific account numbers, please refer to your Orange County's Credit Union statement.</p>	<p>CHECK WITHDRAWAL</p> <p>By Mail</p> <p>You can request a check sent by mail from your savings, checking or money market accounts. Press 34 and then pound key (#). To receive loan funds from your line of credit, first make an advance (press 28 and then pound key #).</p> <p>Enter all dollar amounts with no decimal points.</p> <p>EXAMPLE: ENTER 777.00 as 77700 Checks will be mailed to your statement address only.</p>
<p>HELPFUL TIPS</p> <p>Press the pound key (#) after each entry.</p> <p>Enter all dollar amounts with no decimals. Example: Enter 777.00 as 77700</p> <p>To return to the previous menu press the star key (*). To repeat the last response press 80 and then press the pound key (#). To cancel the transaction press the star key (*) and then press the pound key (#).</p> <p>Speed entry: Bypass the voice prompts by entering a series of service codes, each separated by pressing the star key (*).</p> <p>Example: To transfer funds from savings to checking: 27 * 1 * 8 * dollar amount and then press the pound key (#). To end your call press 99 and then press the pound key (#).</p>	<p>HISTORY OF TRANSACTIONS</p> <p>Account deposits: press 8 and then pound key (#). Account withdrawals: press 9 and then pound key (#). Checks (drafts) paid: press 17 and then pound key (#). To hear more: press 1 and then pound key (#).</p> <p>MISCELLANEOUS</p> <p>Go to another member number: press 20 and then pound key (#). Change access code: press 66 and then pound key (#). Stop payment on a check: press 67 and then pound key (#). Cancel lost or stolen ATM cards: press 68 and then pound key (#). End session: press 99 and then pound key (#).</p>