

# Telephone Banking

## QUICK GUIDE



Safely access your accounts from anywhere, at any hour, with a single call.

Before you start, please have your Member account number and access number handy, then call from a touch-tone phone. If you don't know your access number, ask us. Note that during your first call to the system, you'll be prompted to create a 4 to 15 digit access number.



### Access Telephone Banking

Dial (888) 354-6228, **press 1**  
or  
(714) 755-5900, **press 1**

Within Telephone Banking, press

**1** for English

**2** for Spanish

#### Main Menu

**Press 1** for automated account information

**Press 2** for card related services



### Automated Account Information Menu

**Press 1** - Balance Inquiry

**Press 2** - Transfer Funds

**Press 3** - Withdrawal by Check

**Press 4** - Stop Payment

**Press 5** - Change Access Number

**Press 6** - Re-Order Checks

**Press 7** - Access Other Memberships

**Press 8** - Repeat Options

**Press 0** - Speak to a Representative



### Card Related Services Menu

**Press 1** - Lost/stolen Credit Card

**Press 2** - Activate Credit Card

**Press 3** - Lost/stolen Debit Card

**Press 4** - Activate Debit Card



### Mobile Banking<sup>1</sup> Does More

Upgrade to a more convenient experience with Touch ID login, mobile check deposit<sup>2</sup>, debit card control, push alerts, and much more!



### Helpful Tips

Telephone Banking refers to your savings and loan suffixes as Share IDs. For specific Share IDs, please refer to your statement or view your accounts in Online Banking.

Enter all dollar amounts without decimals.

Example: For \$728.50, enter 72850



Federally Insured by NCUA

<sup>1</sup>Mobile Banking is free for Orange County's Credit Union Members. Mobile carrier may assess text messaging and/or web access charges.

<sup>2</sup>Eligibility requirements and deposit limits apply. Funds from deposit may not be available for immediate withdrawal. Please refer to the Mobile Banking User Agreement.

