

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 9 - 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 Banking¹ Does More

Upgrade to a more convenient experience with Touch ID login, mobile check deposit², 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

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

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

