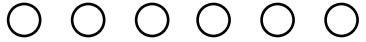


**WHAT IS TELEPHONE
TELLER?**



With TELEPHONE TELLER SERVICE, our **FREE** 24-hour audio-response system, you can make financial transactions, get information on your accounts from home, or work with any touch-tone phone. When you call Telephone Teller at (530) 895-1947 – option 7, the system will respond to your push-button entries with clearly spoken instructions.

TELEPHONE TELLER eliminates many of the trips you currently make to our branch. And, it gives you more control of your account by allowing you up-to-the-minute information on all account activity. Telephone Teller allows you to confirm which checks have cleared your account, check on account balances, and transfer money between accounts, make payments on your loans or lines of credit, and much more.



550 Salem Street Chico, CA 95928
(530)895-1947 starcreditunion.com

**Telephone
Teller**



**24 Hour
Telephone Teller Service**

STAR Community Credit Union
550 Salem Street
Chico, CA 95928
(530)895-1947



ACCESSING TELEPHONE TELLER

To access TELEPHONE TELLER, you need to know two important numbers: your account number and your personal identification number (PIN). To select your 4-digit PIN, call any of our Member Service Representatives at 895-1947 during regular business hours. They will be able to get you started using TELEPHONE TELLER right away at no additional cost to you.

Quick Tips and Suggestions

1. Dial **895-1947**. At any time during the greeting, press "7" for TELEPHONE TELLER.
2. Have your **account number** and TELEPHONE TELLER personal identification number (PIN) ready to enter at the prompts.
3. Listen carefully to the menu choices.
4. Press "9" to listen to all the menu choices.
5. Press the pound key (#) to repeat the main menu.
6. Press the star key (*) to repeat the current selected menu.
7. Do not write your account number and PIN where anyone else will see it.

TELEPHONE TELLER MENU

PRESS 1 : ACCOUNT BALANCE AND TRANSACTION HISTORY

- Press 1 Current balance
- Press 2 History of deposits
- Press 3 History of withdrawal
- Press 4 Dividends & Interest received
- Press 5 Cleared Drafts
- Press 6 Complete Account History

PRESS 2: PHONE TRANSFERS

Press 1 Funds Transfer

- Press 1 Transfer from saving to draft
- Press 2 Transfer from draft to savings
- Press 3 Advance from line of credit to draft account
- Press 4 Transfer between suffixes
- Press 5 Transfer funds to another account

PRESS 3: CALCULATE LOAN PAYMENTS

- Press 1 Calculate Loan payment
Enter amount that has been borrowed, enter payment frequency, enter # of payments to be made
- Press 2 Calculate Borrowed
- Press 3 Exit

PRESS 4: SPECIAL SERVICES

- Press 1 - Change pin
- Press 2 - Change to another acct
- Press 3 - List of loans

PRESS 5: DIVIDENDS & INTEREST RATES

- Press 1 Current share dividend rates
- Press 2 Current certificate rates
- Press 3 Ira Certificates
- Press 4 Loan rates

PRESS 9: TAKES YOU TO THE HOME MENU.

PRESS #: REPEATS THE MAIN MENU

PRESS *: REPEATS CURRENT SELECTION CHOICES

STAR Community Credit Union is here to serve you 24/7 by phone or at a computer. We hope our state of the art financial services make banking easier for you whenever and wherever you need service. Remember also that during regular business hours you can stop by 550 Salem or dial zero (0) during the phone welcome message and we'll be there for you in person.

