

New Electronic Teller Guide

(Effective 7-08-09)

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www.trugrocer.com

When using E.T. you will need your Member (account) Number as shown on your statement, your 4-digit Personal Identification Number (PIN), and the transaction codes listed below. Remember to never give your Personal Identification Number verbally over the telephone, not even to Credit Union Staff. It should only be used by pressing the buttons on a push-button telephone after you have accessed the Electronic Teller or when using CU OnLine.

By Using E.T. you can:

- Make withdrawals from your shares and have a check mailed to you
- Make loan payments by transferring funds from a share or share draft account with the credit union
- Find out if a draft (check) has cleared
- Find out your transaction history (deposits, withdrawals, and dividends earned)
- Make transfers between shares (savings to checking or vice versa)
- Find out the amount and date of your payroll deposits
- Get balances on your shares and loans
- Check balance information on Share Certificates (CD's)

After entering your Member (account) Number and P.I.N. you may enter these transaction codes from the main menu:

To Obtain Share Balances:

- Primary Savings Enter **1#1#**
- Share Draft Checking Enter **1#4#**
- For Other Share accounts Enter **1#** followed by the share number and then **#**
(For example to hear your Share 2 balance Enter **1#2#**)

To Obtain Loan Balances:

- Enter **2#** followed by the loan number and then **#**
(For Example, to hear the balance on your Loan 9 Enter **2#9#**)

To Obtain Last Payroll Deposit:

- Last Payroll Deposit Into Checking Enter **4#4#4#**
- Last Payroll Deposit Into Primary Savings Enter **4#4#1#**

To Transfer Funds:

- Share to Share Transfer Enter **6#1#** and follow the prompts
- Share to Loan Transfer Enter **6#2#** and follow the prompts

To Withdraw from Shares:

- To have a check mailed to your home Enter **8#** and follow the prompts

To Obtain Share Transaction History:

- Share Draft Transactions Enter **4#1#** and follow the prompts
- Recent Transactions Enter **4#2#** and follow the prompts

If you are not sure what to select, listen to the menus and then make your selection. ET is now menu driven and will walk you through your transaction if necessary.

On a limited basis you may call 1-800-392-3328 for toll free access. The first 20 minutes per month are free, however you will be charged a fee of \$1.00 for every minute used in excess of 20 minutes per month. There is no warning when you are nearing the 20 minute limit. You must track your own total usage time. To expedite your call be sure to have your Member Number and P.I.N. ready before dialing E.T.