NOTES



TELEPHONE BANKING

Main Features

- Get branch or ATM information
- Check balances on your accounts
- Pay bills and add new bill vendors
- Transfer funds between your accounts
- · Report a lost or stolen card

Getting started

Our Telephone Banking system was designed with security in mind. Using your touch-tone phone, you can keep track of your finances at your convenience.

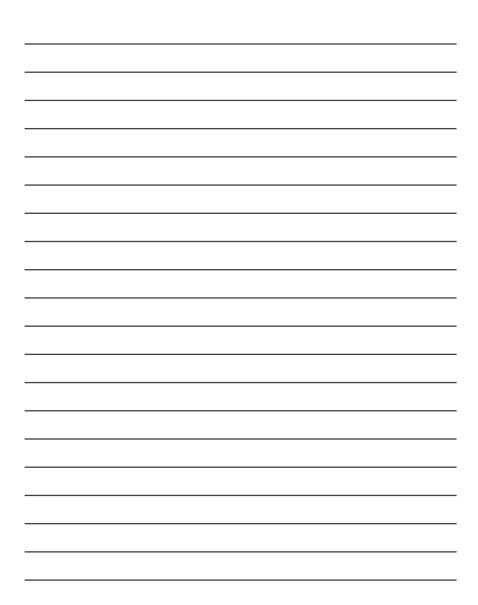
You will need:

- Your member number
- A confidential 4-digit member access code or PIN
 obtained from any YNCU branch. (First-time callers will be
 prompted to change the access code we provided to you.)

From a touch-tone phone, dial: 1-866-942-1002

You will be prompted for your **Member ID and 4-digit PIN** after you have selected an option from the menu below.

Our telephone banking service is free, but there's a nominal charge for bill payments. Ask how you can pay bills for free with one of our convenient service plans!







From a touch-tone phone, dial: 1-866-942-1002

You will be prompted for your Member ID and 4-digit PIN after you have selected an option from the menu below.

SELECT AN ACCOUNT: PRESS





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All of your accounts will be listed¹. Upon selecting one account, you will hear current and available balances, along with details of the last transaction. From here you may choose 1 of the following 4 options:

Select 1.... Account Summary

Select 2..... More details

Select 3..... Transfer money be tween accounts

Select 4..... Work with another account





Once an account is selected¹, follow the prompts to select which account you will transfer funds into.





Will list ALL account current and available balances.



Select 1..... Pav a bill

Select 2..... Change or cancel a scheduled bill payment

Select 3..... Manage your personal payee list



Select 3..... Change your pin

Select 5..... Log on with a member ID

Tip

You can press * at any time to repeat your choices or # to return to the previous menu. Option 1 has many choices. You can press options 2 through 8 to jump to a specific activity.

MEMBER NUMBER: Your account types: Last 4 digits of account #: Your vendor payee list: **Account numbers:**

FOR YOUR RECORDS

¹ If you have less than 5 eliaible accounts it will list all the accounts together instead of separating them out into categories (i.e. 1. Chequings, 2. Savings etc...) If you have more than one of the same account type (i.e. 2 Simply Free Chequings), each account will be identified by the last 4 digits of the account number.