TEL - A - CAP
800.835.2227 or 225.342.9123

Welcome Message & Instructions

Press 1 for Account information and funds transfer

Press 3 for Instrucitons on how to use the system

Press 9 to Repeat this menu

Press 0 to Speak with a **Member** Servcie Rep

First time user instructions
1. Call 800.835.2227 or 225.342.9123.
2. Press 1, then follow the prompts to enroll in the system. You will be asked to enter your member number and the last four digits of your social security number.
3. Follow the prompts to change your PIN. (This is set to the last four digits of your social security number by default.)
4. You can now inquired on balances, make payments, and complete transfers.

1 Pressed -Please enter your **Member** number followed by pound key. Next, enter security code followed by #key.

3 Pressed - Explanation of how and what is needed to enroll. Explains what each menus does.

9 Pressed - Repeats the menu.

To inquired on Accounts, **press 1.**

To transfer Funds, **press 2.**

To change your security code, **press**

To return to the previous menu, **press 8.**

To repeat this menu, **press 9.**

To speak with a **Member** Service Rep, **press 0.**

0 Pressed - Directs you to our Personal Assistance Line.

1 Pressed -

To inquired on your Checking account ending in XXXX, **press 1.**

To inquired on your Savings account ending in XXXX, **press 2.**

On your loan account ending in XXXX, **press 3.**

To return to the previous menu, **press 8.**

To repeat this menu, **press 9.**

To speak with a **Member** Service Rep, **press 0.**

1 or 2 Pressed - Gives avail balance, then current balance. Next,

Pressed 1 - More Options for Checking

For balance information, **press 1.**

For your most recent withdrawl transactions, **press 2.**

For your most recent deposit transactions, **press 3.**

For your most recent ATM transatctions, **press 4.**

To inquire on a specific transaction, **press 5.**

For Send-A-Check, **press 6.**

To transfer funds, **press 7.**

To return to the previous menu, **press 8.**

To repeat this menu, **press 9.**

To speak with a **Member** Service Rep, **press 0.**

Gives avail balance, then current balance. Repeats menu.

Gives last 5 transactions. Option to press 1 for additional transactions. Repeats menu.

Gives last 5 transactions. Option to press 1 for additional transactions. Repeats menu.

No transactions of this type.

To inquire by Check #, press 1. To inquire by amount, press 2. To Inquire by date, press 3.

Please enter amount.   To process this check, press 1. To cancel this check, press 2.

Pressed 2 - More Options for Savings

For balance information, **press 1.**

For your most recent withdrawl transactions, **press 2.**

For your most recent deposit transactions, **press 3.**

For your most recent ATM transatctions, **press 4.**

To inquire on a specific transaction, **press 5.**

For Send-A-Check, **press 7.**

To return to the previous menu, **press 8.**

To repeat this menu, **press 9.**

To speak with a **Member** Service Rep, **press 0.**

Gives avail balance, then current balance. Repeats menu.

Gives last 5 transactions. Option to press 1 for additional transactions. Repeats menu.

Gives last 5 transactions. Option to press 1 for additional transactions. Repeats menu.

No transactions of this type.

To inquire by Check #, press 1. To inquire by amount, press 2. To Inquire by date, press 3.

Please enter amount.   To process this check, press 1. To cancel this check, press 2.

3 Pressed-

For Balance Infomation, **press 1.**

For Payoff Infomation, press 2.

For Last Payment date, **press 3.**

For Interest Information, press 4.

To return to the previous menu, **press 8.**

To repeat this menu, **press 9.**

To speak with a **Member** Service Rep, **press 0.**

Gives current balance. Repeats menu.

I'm sorry information is unavailable at this time. Repeats menu.

Gives last payment date. Repeats menu.

I'm sorry information is unavailable at this time. Repeats menu.

2 Pressed -

To transfer funds from Checking account ending in XXXX, **press 1.**

From Savings account ending in XXXX, **press 2.**

To return to the previous menu, **press 8.**

To repeat this menu, **press 9.**

To speak with a **Member** Service Rep, **press 0.**

To transfer funds to Savings account ending in XXXX, **press 1.** To Loan account ending in XXXX, **press, 2.**

To transfer funds to Checking account ending in XXXX, **press 1.** To Loan account ending in XXXX, **press, 2.**

3 Pressed -
Please enter a new security code that has a minimum length of 4 digits and a maximum length of 15 digits follwed by the # key.