

(303) 595-6669 (or 4-6669)

TellerPhone24

Access Your Account Anytime

You now have access to your Provenant Federal Credit Union account 24-hours a day, seven days a week with TellerPhone24, the credit union's new free telephone access service. All you need to access your account is a touch-tone telephone, your account number and your personal identification number (for most members, use the last four digits of your social security number as your PIN).

You can use TellerPhone24 for balance inquiries, cleared checks and deposits, make transfers, loan payments, loan advances, get year-to-date tax information, perform loan modeling,

and request check withdrawals to be mailed home.

If you have other account numbers that you'd like to transfer to, call the credit union to setup those accounts.

Simple commands allow you to perform the most requested transactions.

To begin, dial (303) 595-6669 (or 4-6669 from within the St. Anthony phone system). Enter the pound (#) key after each entry. Unless you've requested a special PIN number, use the last four digits of the primary member's social security number as your personal identification number.

Transaction Codes

Share <u>B</u> alance inquiries	7 2 #
<u>L</u> oan <u>B</u> alance inquiries	5 2 #
Share <u>D</u> raft inquiries	7 3 #
Share <u>W</u> ithdrawals (mail check home)	7 9 #
Share <u>T</u> ransfers between suffixes	7 8 #
<u>L</u> oan <u>P</u> ayment transfers	5 7 #
<u>T</u> ax <u>I</u> nformation inquiries	8 4 #
<u>L</u> ast <u>D</u> eposit inquiries	5 3 #
<u>L</u> ast <u>W</u> ithdrawal inquiries	5 9 #
<u>L</u> oan <u>M</u> odeling (calculate a loan)	5 6 #
<u>O</u> verdraft <u>C</u> ash <u>A</u> dvance transfer	2 2 #
<u>T</u> ransfer between different members	6 n n #

(Use the above transaction codes preceded by a "6")

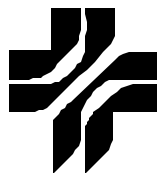
Hint: The underlined letters in each transaction description are the alphabetical equivalents of the phone keys pressed. Use the pound (#) key after each entry you make on your keypad.

Sample Suffix Codes

Share Savings	A	2 1 #
Savings or Loan account	B	2 2 #
Money Market account	M	6 1 #
Savings or Loan account	S	7 3 #
IRA Savings	I	4 3 #
Christmas Club	K	5 2 #
Share Draft (Checking)	X	9 2 #
Pause/Resume		* #
Repeat		* #
Erase Entry		* *

Hint: Suffix codes correspond with the telephone keys and the position of the letter on the key. Example: "X" (checking) is located on the "9" key, and it's the second letter on the "9" key, therefore "92" indicates the "X" suffix.

To retrieve last deposit information on your checking account, you must designate checking, code "92#."



PROVENANT FEDERAL CREDIT UNION

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