

CU VOICE ACCESS CALL LINE (VAL)

Welcome to the enhanced Voice Access Line. Please listen carefully to the prompts as they have changed.

Please have your VAL PIN # ready when you call.

CALL (330) 305-3050 & PRESS #4 FOR VAL

1. WELCOME

2. LANGUAGE SELECTION (if enabled.)

- 1 for English
- 2 for Spanish

3. MAIN MENU

- 1 for Office Hours and Location
- 2 for Rates and Announcements
- 3 for Access Member Account
- 4 to Repeat
- 0 to exit

4. MEMBER ACCOUNT

- a. Enter Account number followed by # key
- b. Enter Pin number followed by # key
 - 1 for Account Balance
 - 2 Statement Information
 - 3 Money Transaction
 - 4 Switch the Account number
 - 5 change PIN number
 - 0 exit

7. MONEY TRANSACTIONS

- 1 for withdraw by check
- 2 to make a transfer
- 3 to make a loan payment
- 4 to make a credit card payment
- 0 to exit

6. STATEMENT INFORMATION

- 1 for last 25 transactions
- 2 to have a statement mailed to your address
- 4 to check on the status of check
- 5 status of your last 25 checks

5. ACCOUNT BALANCE

- 1 for Share Balances
- 2 for Certificate Balances
- 3 for Loan Payoff Balances
- 0 to return to Member Account Menu