



24 HOUR TELEPHONE TELLER TRANSACTION GUIDE



Access your MECU accounts 24 hours a day with our automated phone system.

Here are a few tips to get you started.

Note for current Telephone Teller users: Please continue to log in using your existing credentials.

1. Logging in for the first time:
 - You will need your MECU Member Number
 - Your initial password is the last four digits of your social security number
 - Once verified, you will be prompted to reset your password
2. Entering numbers: All amounts are entered with a decimal.
For example, \$25.00 will be entered as two, five, zero, zero followed by the pound (#) sign.
3. Getting started:
 - To return to the previous menu: Press 8
 - To return to the Main Menu: Press 9

Main Menu

PRESS
1 Quick Information
Includes last ten transactions (deposits, checks, withdrawals)

PRESS
2 Deposit Account Info
Includes checking, savings, money markets, certificates, IRAs, balances, account history, tax info, maturity dates, and more

PRESS
3 Transfer Funds or Make Payments
Includes transfers to and from, checking, savings, lines of credit

PRESS
4 Loan Account Info
Includes mortgages, installment loans, lines of credit, payoffs, payment mailing details

PRESS
5 PIN Changes
PIN change for Telephone Teller

PRESS
6 ATM and Debit Card Services
Report a lost or stolen debit or credit card

PRESS
7 Credit Card Services
Includes balance, available balance, minimum payment, due date and last payment