

Summary

Automated Telephone Banking is a trusted and reliable service that provides access to your account around-the-clock to inquire and transact in real-time via a touch tone telephone. It's a convenient alternative to online or mobile banking, either by personal choice or for times when you have limited internet access.

To get started, you need a Personal Access Code (PAC), which you can arrange at your branch. Your PAC guarantees that your account information and transactions are private and secure. Treat it as you would your PIN, memorize it and don't share it with anyone. Please note that for your protection, users will be locked out after three unsuccessful login attempts. Call us for assistance if this happens to you.

With **Automated Telephone Banking** you can:

- Check account balances (including loans).
- Review recent account activity and search for specific transactions.
- Transfer funds between accounts.
- Pay bills.
- Change your PAC.
- Get connected to Credit Union MasterCard® services for credit card information.

Copper Cliff

1 Gribble Street Copper Cliff, ON P0M 1N0
T: 705-682-0645
F: 705-682-1348

Downtown

50 Lisgar Street Sudbury, ON P3E 3L8
T: 705-674-7526
F: 705-674-3253

New Sudbury

1048 Barrydowne Rd. Sudbury, ON P3A3V3
T: 705-566-2931
F: 705-560-2232

South End

469 Bouchard Street Sudbury, ON P3E 2K8
T: 705-522-5550
F: 705-522-8944

Levack

37 Levack Drive Levack, ON P0M 2C0
T: 705-966-3451
F: 705-966-3747

Lively

16 Jacobson Drive Lively, ON P3Y 1C3
T: 705-692-3635
F: 705-692-9072

Second Avenue

9 Second Avenue Sudbury, ON P3B 3L7
T: 705-566-8540
F: 705-566-8480



Telephone Banking

Sudbury Credit Union 
Community Banking Services

Step 1: Choose from the Main Menu.

| | |
|-----------------------------------|----------------|
| Account Inquiry | Press 1 |
| Financial Transactions | Press 2 |
| Change your Personal Access Code | Press 3 |
| Report a lost/stolen MasterCard® | Press 4 |
| Repeat these options | Press 8 |
| Transfer to a Member Service Rep. | Press 0 |
| End this call | Press * |

Step 2:

- Enter your MemberCard® number.
- Enter your PAC followed by #.
- Select Member account number you would like information for (listen to the prompts).

Step 3: Complete your Menu Choice

If you selected **Account Inquiry** (Pressed 1 from Main Menu):

| | |
|-----------------------------------|----------------|
| Account Balance | Press 1 |
| Account Activity | Press 2 |
| Search for transaction by amount | Press 3 |
| Search for a cheque by number | Press 4 |
| Mastercard® credit card balance | Press 5 |
| Repeat these options | Press 8 |
| Return to previous menu | Press 9 |
| Transfer to a Member Service Rep. | Press 0 |
| End this call | Press * |

After making your choice here, you will need to **select the type of account** you wish to inquire about. You can choose from:

| | |
|-----------------------------------|----------------|
| Business Account | Press 1 |
| Demand Savings | Press 2 |
| Demand Chequing | Press 3 |
| Loan Account | Press 4 |
| Repeat these options | Press 8 |
| Return to previous menu | Press 9 |
| Transfer to a Member Service Rep. | Press 0 |
| End this call | Press * |

Next you will choose the exact account you wish to inquire about. Listen to the prompts to make your selection.

If you selected **Perform a Financial Transaction** (Pressed 2 from Main Menu):

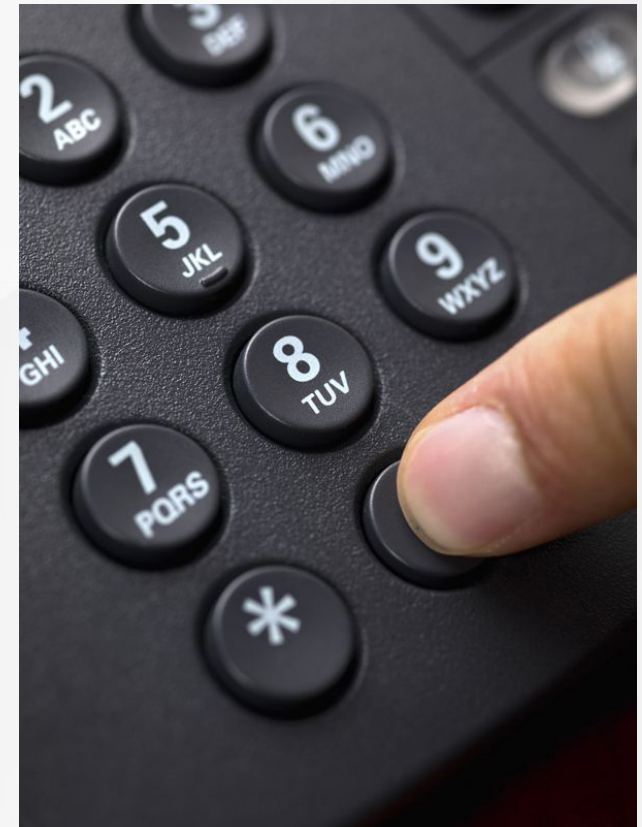
| | |
|-----------------------------------|----------------|
| Manage your Transfers | Press 1 |
| Manager your Bill Payments | Press 2 |
| Repeat these options | Press 8 |
| Return to previous menu | Press 9 |
| Transfer to a Member Service Rep. | Press 0 |
| End this call | Press * |

If you selected **Change your Personal Access Code (PAC)** (Pressed 3 from Main Menu):

- You are prompted to enter your new code.
- Your PAC must be a numerical code between 4 – 7 digits.
- The next time you log into Online Banking, Mobile App, Mobile Banking, or Telephone Banking you will need to use your new PAC.

If you selected **Report a lost/stolen MasterCard** (Pressed 4 from Main Menu):

- Your call will be answered by Credit Union MasterCard®.
- Please have your 16 digit Sudbury Credit Union MasterCard® number available for identification purposes.



To access Automated Telephone Banking toll free from anywhere in North America call:

1-855-869-2196