

## About Telephone Banking

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 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  
705-682-0645

**Downtown**  
50 Lisgar Street  
705-674-7526

**New Sudbury**  
1048 Barrydowne Rd.  
705-566-2931

**South End**  
469 Bouchard Street  
705-522-5550

**Levack**  
37 Levack Drive  
705-966-3451

**Lively**  
16 Jacobson Drive  
705-692-3635

**Second Avenue**  
9 Second Avenue  
705-566-8540

**Sudbury Credit Union**   
Community Banking Services

# Telephone Banking



Community  
**MINDED**  
...Just Like You

**Step 1:** Choose from the Main Menu.

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

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

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

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	<b>Press 1</b>
Manager your Bill Payments	<b>Press 2</b>
Repeat these options	<b>Press 8</b>
Return to previous menu	<b>Press 9</b>
Transfer to a Member Service Rep.	<b>Press 0</b>
End this call	<b>Press *</b>

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