

Telephone Banking



Step 1: Choose from the Main Menu.

MENU ITEM	SELECTION
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: Login

- 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):

MENU ITEM	SELECTION
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:

MENU ITEM	SELECTION
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

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):

MENU ITEM	SELECTION
Manage your Transfers	Press 1
Manage 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 current PAC followed by your new PAC.
- Your PAC must be an 8 digit numerical code.
- This PAC is only for use with Telephone Banking. Online and Mobile Banking require a separate PAC.

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

- Your call will be answered by Collabria Mastercard®.
- Please have your 16 digit Collabria Mastercard® number available for identification purposes.



TO ACCESS AUTOMATED TELEPHONE BANKING TOLL FREE FROM ANYWHERE IN NORTH AMERICA CALL:

1-855-869-2196