

## **First Time Access:**

Enter your Account Number and press #.

Account Numbers are found on your statements or receipts.

## **Enter your SSN**

## **Enter your New 4 digit pin number**

You will hear the message “Your personal account identification number has been defined.”

You will then be prompted to re-enter your account number and pin to begin your call.

Press ‘9’ anytime for assistance

Press ‘\*’ to return to the Main Menu



### **Moscow Office**

912 S Washington Street  
PO Box 9286  
Moscow ID 83843-1786  
Phone: 208-882-0232  
Fax: 208-882-3250

#### OFFICE HOURS

MONDAY thru FRIDAY :

Lobby: 9:00-5:30

Drive-Up: 8:30-5:30, Friday: 8:30-6:00

### **U of I Commons Branch**

PO Box 442524  
Moscow ID 83844-2524  
Phone: 208-882-0232  
Fax: 208-885-2788

#### OFFICE HOURS

MONDAY thru FRIDAY :

9:30-4:00

### **Potlatch Office**

168 HWY 6  
PO Box 264  
Potlatch ID 83855-0264  
Phone: 208-875-0515  
Fax: 208-875-0740

#### OFFICE HOURS

MONDAY thru FRIDAY :

Lobby & Drive-Up:

9:30-5:00

### **Kendrick Office**

602 Main St  
PO Box 274  
Kendrick ID 83537-0274  
Phone: 208-289-2448  
Fax: 208-289-2454

#### OFFICE HOURS

MONDAY thru FRIDAY :

9:00-5:00

# **Audio Response Service Telephone Teller**

*Latah*  
Federal Credit Union

[www.latahfcu.org](http://www.latahfcu.org)

**208-882-7300**

**TELEPHONE TELLER MAIN MENU: FOR CURRENT ACTIVITY (1) Enter your Account Number (2) Enter your Pin Number**

**(1) Account Balance and Transaction History**

1. A: Current Account Balance →
2. B: History of Deposits
3. C: History of Withdrawals
4. D: Year-To-Date Dividends and Interest
5. E: Current History of Cleared Checks
6. List of ALL active loans
7. Complete history of ALL account transactions

**(2) Perform Transfers**

1. H: Perform Fund Transfers
2. I: Check Withdrawal →
3. Not available

**(3) Calculate a Loan Payment**

1. Calculate a loan payment
2. Calculate amount that can be borrowed

**3. List ALL Active Loans**

**(4) Special Services**

1. Change Pin Number
2. Access a different Account Number
3. List ALL active loans
4. *Not available*

**(5) Hear Current Dividend/Interest Rates**

**(6) Enter Loan Application**

**(7) List of Action Codes**

**(1) A: Current Balances: Enter 1**

1. Savings Balance
2. Checking Balance
3. Line of Credit Loan Balance
4. Balance—Any other Account
5. List ALL Active Loans

**B: History of Deposits: Enter 2**

1. Direct Deposit—Savings
2. All Deposits—Savings
3. Direct Deposit—Checking
4. ALL Deposits—Checking
5. ALL Deposits—ANY suffix

**C: History of Withdrawals: Enter 3**

1. List of Cleared Checks
2. ATM Withdrawals—Savings
3. ATM Withdrawals—Checking
4. ACH Withdrawals—Savings
5. ACH Withdrawals—Checking
6. ALL Withdrawals—any suffix

**D: Year-To-Date Dividends & Interest: Enter 4**

1. YTD Dividends—Savings
2. YTD Dividends—Checking
3. YTD Interest—Line of Credit
4. YTD Interest ANY Suffix

**E: Cleared Checks Inquiry: Enter 5**

1. List of Cleared Checks
2. Single Cleared Check

**(2) H: Perform Transfers: Enter 1**

1. Transfer from savings to draft
2. Transfer from draft to savings
3. Advance from line of credit loan to draft
4. Transfer between any two suffixes
5. Transfer funds to another account

**I: Check Withdrawal**

1. Initiate check from savings
2. Request check from draft
3. Request check from any suffix
4. *Not available*

**Action Codes**

- 01 Savings Account Balance
- 02 Draft Account Balance
- 03 Line of Credit Loan Balance
- 08 List All Loans
- 09 Account Balance, Any Suffix
- 10 Complete Account History
- 11 Payroll/Direct Deposit History, Savings
- 12 Payroll/Direct Deposit History, Draft
- 13 Stop Payment Add/Delete
- 14 Last Four Drafts
- 15 Single Cleared Draft
- 16 All Deposits, Savings
- 17 All Deposits, Draft
- 19 All Deposits, Any Suffix
- 21 Transfer Funds, Savings to Draft
- 22 Transfer Funds, Draft to Savings
- 28 Transfer Funds to Different Account
- 29 Transfer Funds, Any Two Suffixes
- 31 Check Withdrawal, Savings
- 32 Check Withdrawal, Draft
- 39 Check Withdrawal, Any Suffix
- 41 YTD Dividends, Savings
- 42 YTD Dividends, Draft
- 43 YTD interest, LOC Loan
- 49 YTD Dividends/Interest, Any Suffix
- 51 ATM Withdrawals, Savings
- 52 ATM Withdrawals, Draft
- 53 ACH Withdrawals, Shares
- 54 ACH Withdrawals, Draft
- 59 All Withdrawals, Any Suffix
- 90 Switch Prompting Mode
- 93 Change PIN
- 94 Calculate Loan Pmt/AMT
- 97 Change to New Account Number
- 98 Play Help Information
- 99 End Call