

# 24-Hour Telephone Teller

Redwood Credit Union's (RCU's) 24-Hour Telephone Teller lets you perform transactions quickly and securely from any touch-tone phone.

To access RCU's 24-Hour Telephone Teller, call **(707) 576-5000** or **1 (800) RCU-4030**.

When accessing the Telephone Teller for the first time, you will be prompted to set up your unique Personal Identification Number (PIN).



**Redwood  
Credit Union**

## Menu Mode

After entering your RCU Member number and PIN, select from the following options. For faster service, enter your selection at any time during the message.

<b>Balance Inquiry Menu.....1</b>	Savings Balance.....1
	Checking Balance.....2
	*Any Share Balance.....3
	Loan Balance.....4
	Open Share List.....5
	Open Loan List.....6
	Replay Current Menu.....7
<b>History Information Menu.....2</b>	Last Deposit.....1
	Last Payroll Deposit.....2
	Share History.....3
	Loan History.....4
	Deposit History.....5
<b>Recent Activity Menu.....6</b>	Recent ATM Transactions.....1
	Recent ACH Transactions.....2
	Recent Payroll Transactions.....3
	Loan Payment History.....4
	Replay Current Menu.....5

<b>Checking Menu.....3</b>	Checking Balance.....1
	Check Number Inquiry.....2
	Check History.....3
	Check Copy Request.....4
	Stop Check Placement.....5
	Check Number Range.....7
	Replay Current Menu.....8
<b>Transfer Menu.....4</b>	Savings to Checking.....1
	Checking to Savings.....2
	*Any Share to Share.....3
	Loan to Savings.....4
	Loan to Checking.....5
	Loan to any Share.....6
	Savings to Loan.....7
	Checking to Loan.....8
	*Any Share to Loan.....9
<b>Withdrawal Menu.....5</b>	Savings Withdrawal.....1
	Checking Withdrawal.....2
	*Any Share Withdrawal.....3
	Loan Advance.....4
	Replay Current Menu.....5
<b>Loan Menu.....6</b>	Loan Balance.....1
	Open Loan List.....2
	Loan Payment Inquiry.....3
	Loan Payment History.....4
	Loan Payoff Amount.....5
	Loan Advance Totals.....6
	Replay Current Menu.....8

<b>Additional Options Menu.....7</b>	Change Preferences Menu.....1
	Change Access Code.....1
	Change to Expert Mode.....2
	Change Home Fax #.....3
	Change Business Fax #.....4
	Replay Current Menu.....6
<b>Fax Menu.....2</b>	Fax Account Summary.....1
	Fax Statement.....2
	Replay Current Menu.....3
<b>Year-to-Date Menu.....3</b>	Dividend Information.....1
	Interest Information.....2
	IRA Contributions.....6
	Replay Current Menu.....8
<b>Change to Alternate Account.....4</b>	Replay Current Menu.....5
	* "Any" refers to savings shares or checking shares.
<b>To Go to Previous Menu.....#</b>	
<b>To Reach a Representative.....0</b>	
<b>To End Call.....*</b>	

### Helpful Tips:

In Menu Mode press the # sign only when prompted to do so.

Enter dates with 6 digits:  
June 1, 2011=060111

Enter dollar amounts without decimals:  
\$100.00=10000