

TELEPHONE BANKING

Reference Guide



401.397.8021 or 800.822.8077

1. Dial 401-397-8021 within Rhode Island or 800-822-8077.
2. Enter Transaction Code - you will be prompted by the audio teller.
3. Enter your Member Number.
4. Enter your Personal Identification Number (PIN).
5. When entering a dollar amount include used the * as the decimal point, \$150 is entered as 150*00.
6. To back-up to a previous question or entry press *

MAIN MENU OPTIONS

Press:

- 1 to select an account.
- 2 for transfers or withdrawals.
- 3 to select all account balances.
- 4 for branch and ATM locations.

Member Liability: If Telephone Banking privileges are abused, as determined by Ocean State Credit Union, the credit union has the right to discontinue telephone access to that number.

COVENTRY | NORTH KINGSTOWN

WEST WARWICK

OceanStateCU.org

Phone: 401.397.1900



WHAT IS TELEPHONE BANKING?

Telephone banking was designed for you to do your banking privately and conveniently from your home, office or travel location.

All you need is a touch tone telephone! When you call for the first time you will be asked for your Member Number, and your PIN (personal identification number). For your convenience, the first time you call, your PIN has been preset to the last four digits of your social security number; once you enter them you will be asked to change the PIN to a different 4 digit number that will be easy for you to remember. The changes you make will take effect immediately.

WHAT CAN I DO WITH TELEPHONE BANKING?

- ▶ Savings and checking inquiries.
- ▶ Transfers and withdrawals (check will be mailed).
- ▶ Change your PIN.
- ▶ Branch and ATM locations.
- ▶ Transaction information including audio reports of checks cleared, last 5 checking and savings withdrawals, checking inquiry by number or by amount.
- ▶ All account balances.



**EQUAL HOUSING
OPPORTUNITY**

Federally insured by NCUA