

What is Telephone Banking?

Telephone Banking allows you to access information about your accounts 24 hours a day, 7 days a week.

You can even perform credit union transactions from your phone! You can get information about your savings, checking and loan accounts; transfer funds; check your balances; and more.

There are three telephone numbers that will connect you with Telephone Banking:

- From the Toledo area, please dial 419-887-1070.
- From the Bowling Green area, dial 419-353-7427.
- And, from outside the local calling areas, please dial 800-860-4725.

Telephone Banking is easy to use. The telephone teller will lead you through the steps you need to follow to obtain the information you want. All you need to know to begin is your Social Security Number and your account numbers.

When you access Telephone Banking for the first time, you will need to enter your Social Security Number when prompted for your Personal Identification Number (PIN). After entering your SSN, the telephone teller will ask you to choose a new PIN. Once you do so, you will use that four-digit PIN instead of your SSN when you access Telephone Banking in the future.

While you are on the line, the telephone teller will tell you exactly what you need to enter, and when. You can't get lost in the system because Telephone Banking will always give you directions.

Account Types

Share Accounts

Primary Share Account	S1
Secondary Savings	S2
Regular Checking	S3
Business Checking	S4
Vacation Club	S5
Optimum Checking	S7
U-Checking	S8
Christmas Club	S9
Money Market Savings	S13, S15
Money Market MAX	S17
IRA Share Account	S26, S27, S36, S76, S96

Account Type

Investment Accounts

3-Month Share Certificate	I1
6-Month Share Certificate	I2
12-Month Share Certificate	I3
18-Month Share Certificate	I6
24-Month Share Certificate	I7
30-Month Share Certificate	I11
36-Month Share Certificate	I8
48-Month Share Certificate	I9
60-Month Share Certificate	I10

Account Type

18-Month IRA Certificate	I4
24-Month IRA Certificate	I15
30-Month IRA Certificate	I16
36-Month IRA Certificate	I17
42-Month IRA Certificate	I18
48-Month IRA Certificate	I19
60-Month IRA Certificate	I21

Loans (Sample Loan Types)

New Vehicle	L1 or L60
Used Vehicle	L3 or L70
Recreational Vehicle (RV)	L5
Share Secured	L6
Unsecured/Signature Loan	L9
Overdraft Line of Credit	L33
Home Equity	L20, L40, L41, L42, L50, L75, L76

Account Type

This list does not include all available account types. Please contact us with questions about your account types: 419-887-1000. You may also hear the list of your account types by following the instructions within the Telephone Banking "Inquiries Menu."

Telephone Banking User Guide

419-887-1070 in the Toledo area
419-353-7427 in the BG area
800-860-4725 out of the area

**24-Hour Account Access
Using Your Phone!**



Telephone Banking Quick Reference Guide

STEP 1

Call one of the following numbers:

- 419-887-1070 in Toledo area
- 419-353-7427 in BG area
- 800-860-4725 outside the area

STEP 2

Press 3 to begin.

- Enter your member number and the first 2 letters of your last name. Your member number is your account number without a suffix.
- Press the # key.
- Enter your Personal Identification Number. The first time you call, your PIN is your Social Security Number.
- Press the # key.

Options

Press 1 For Inquiries*

Press 1 Specific Account Information

Enter the account type. (A partial list is located on the back.)

Press 1 for a list of your account types.

Press * Exit this menu

Press 2 Account Balances

Press 1 Savings and Checking

Press 2 Loan Balances

Press 3 Certificate Balances

Press 4 All Account Balances

Press * Exit this menu

Press 3 Cleared Checks, Deposits & Withdrawals

Press 1 Cleared Check Information

Press 2 Deposit Information

Press 3 Withdrawal Information

Press 4 Specific Check Information

Press * Exit this menu

Press 4 Interest or Dividend Information

Press 1 Interest/Dividends Paid This Year

Press 2 Date/Amount of Last Dividend Paid

Press 3 Interest/Dividends Paid Last Year

Press * Exit this menu

Press 5 Loan Information

Press 1 Loan Payment Information

(Payment amount, due date, past due)

Press 2 Loan Payoff

Press * Exit this menu

Press 8 Tax Information

Press 1 Interest/Dividends and

Tax Withholding Paid This Year

Press 2 Interest/Dividends and

Tax Withholding Paid Last Year

Press * Exit this menu

Press * To Exit the Inquiries Menu

Press 2 To Transfer Funds

Press 1 Transfer to Another Account

Press 2 Transfer to a Different Member's Account

Press * To Exit the Transfer Funds Menu

Press 3 To Withdraw Funds

Press 1 Request a Check for Yourself

Press * To Exit the Withdraw Funds Menu

Press 6 To Enter a Different Member Number

Press * To End The Call

*When you initially sign up for Telephone Banking, you will be in Inquiry Mode only. You will not be able to perform transactions. If you would like to be able to perform transactions using Telephone Banking, please contact any branch or call 419-887-1000.

Sample Telephone Banking Call

Here is a sample call to help you use Telephone Banking to access your accounts at Glass City Federal.

A member wants to **inquire about his deposits to his share draft (checking) account**. He is in Maumee, so he calls the Toledo area number: **419-887-1070**. When the call is answered, he **presses 3** to begin.

He then enters his **account number**, plus the **first two letters of his last name**, followed by the # key. (For the letters "Q" and "Z," enter "0".)

Next, the member enters his **four-digit PIN**, followed by the # key. Remember, this PIN is the number he chose when he first set up his Telephone Banking account.

To inquire about his checking account, the member **presses 1 for the Inquiries menu**. He then **presses 3 for Cleared Checks, Deposits and Withdrawals**.

When prompted to enter his account type, he uses the **back of this brochure** to determine that his regular checking account is an "S3" account. He enters this number, pressing 7 on his phone to correspond to the "S" in the account type.

He then **presses 2 for Deposit Information**, and obtains the specific information he needs.