

TIPS FOR USING TELEPHONE TELLER

- Your PIN has not changed.
- Make sure you listen to the prompts until you get used to the menu options, as they have changed. View your menu diagram.
- Make sure you're using a touch-tone phone.
- Press 1 for English, 2 for Spanish at the beginning of your call.
- Double check your member number and the suffix of the account you are accessing.
- The * key is to be used as a decimal point to separate dollars and cents in transactions within Telephone Teller.



Telephone Teller
503.221.8737 or 800.833.1216

Member Service Center
503.239.5336 or 800.982.2974

www.ofcu.com



Detachable Pocket Guide

4 General Info

- ▶ 1 Hours and Locations
- ▶ 2 Promotions

Detachable Pocket Guide

5 More Choices

- ▶ 1 Change PIN
- ▶ 2 Login Another Account



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Introducing

A Better

Telephone Teller



Telephone Teller

503.221.8737 or 800.833.1216

Our Telephone Teller audio response system has been providing free telephone access to your Oregonians Credit Union accounts many years, and have finalized an upgrade that will make it even more useful for you.

Please Note: The upgraded Telephone Teller instructions will vary from the old instructions. Please listen carefully for instructions until you get used to the new menu options.

If you have questions, call us weekdays at 503.239.5336 and we will be happy to help.

1

Select Account
Option to select Savings, Checking, Loans & Certificates

- ▶ 1 Account Summary
- ▶ 2 More Details
- ▶ 3 Transfer Funds
- ▶ 4 Another Account

- ▶ **Savings**
 - ▶ 1 All Transactions
 - ▶ 2 Deposits
 - ▶ 3 Withdrawals
 - ▶ 4 Last & YTD Interest
- ▶ **Checking**
 - ▶ 1 All transactions
 - ▶ 2 List cleared checks
 - ▶ 3 Deposits
 - ▶ 4 Withdrawals
 - ▶ 5 More Choices
- ▶ **Loans**
 - ▶ 1 All Transactions
 - ▶ 2 Last Payment Info
 - ▶ 3 Next Payment Info
 - ▶ 4 Last & YTD Interest

2

Transfer Money Menu

- ▶ 1 Transfer From Account
- ▶ 2 Loan Payment
- ▶ 3 Transfer to Account
- ▶ 4 Advance From Loan
- ▶ 5 Withdrawal by Check
- ▶ 6 Transfer to Another Member

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Account Balance

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