



# SELF-SERVICE TELEPHONE BANKING GUIDE

DIAL  
**800.435.6500**

Available 24/7

To confirm your identity,  
enter your account number  
and PIN.

PLEASE NOTE: Options will  
depend on the services you  
have on your account.

## NAVIGATION TIPS

- Press **9** to return to the Self-Service Main Menu.
- Press **0** to reach a general Member Service Representative. Choosing the correct department or 4-digit extension may reduce the amount of hold time and the need for additional transfers.
- Use **#** and **\*** to move forward/backward in transactions.
- When entering a transaction amount, enter dollars and cents as one continuous number, followed by the # sign (e.g. enter \$40.75 as 4075#).
- To confirm a successful transaction, do not disconnect until the system responds that the transaction has been completed.
- To opt out of texting, call **800.435.6500**, then More Options, option 7.

## CHECKING

1. Balance
2. Check History
3. Withdrawals
4. Deposits
5. Transfer to Account
6. Transfer from Account
7. Request a Check
8. More Options

## SAVINGS

1. Balance
2. Withdrawals
3. Deposits
4. Transfer to Account
5. Transfer from Account
6. Request a Check
7. Interest Information

## LOANS

1. Loan Information
2. Payoff
3. Make a Payment
4. Transactions

## CREDIT CARD

1. Credit Card Information
2. Payoff
3. Make a Payment
4. Transactions

## CERTIFICATE OR IRA

1. Balance
2. Dividend Information
3. Maturity Date

## MORE OPTIONS

1. Report Card Lost/Stolen
2. Transfer Funds
3. Change Your PIN
4. Branch Location/Hours
7. Setup/Change Preferences



# MEMBER SERVICE

## TELEPHONE BANKING GUIDE

**DIAL**  
**800.237.7328**

**HOURS:**  
Monday - Friday 8 a.m. to 6 p.m.  
Saturday 9 a.m. to 5 p.m. (ET)

**TO SPEAK TO A MEMBER SERVICE REPRESENTATIVE:**  
Choose your service and select your next action.

**PRESS 2**  
**LOAN SERVICES**

1. To Apply for a Loan
2. Status of a Loan Application
3. Make a Payment
4. Question on Title or Loan Changes
5. Question on Real Estate Loans
6. Check Status of a First Mortgage
7. Schedule an Appointment for a Mortgage Application
8. For All Other Loan Questions

**PRESS 3**  
**ONLINE & MOBILE BANKING**

1. Login Issues
2. Online Deposits & Transfers
3. Billpayer
4. Other Online Questions

**PRESS 4**  
**CARD & ATM SERVICES**

1. Report a Lost Card
2. Dispute a Transaction
3. ATM Services
4. For Card Declines or Other Card Inquiries

**PRESS 5**  
**OTHER MEMBER SERVICES**

1. Transfer Funds
2. Make a Payment
3. Checking Services
4. Certificates
5. Other Assistance

**PRESS 6**  
**APPLICATION ASSISTANCE**

1. For Membership, Checking, or Savings Applications
2. For Loan Applications

### NAVIGATION TIPS

- Press 9 to return to the Main Menu.
- Press 0 to reach a general Member Service Representative. Choosing the correct department or 4-digit extension may reduce the amount of hold time and the need for additional transfers.
- Press the star \* key in the Main Menu to enter a four-digit extension.

PSECU currently does not charge a fee for digital services. Message and data rates may apply.

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