



SELF-SERVICE TELEPHONE BANKING GUIDE

DIAL
800.237.7328
Available 24/7

MAIN MENU
Press 1 for Self-Service
Telephone Banking

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

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

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

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



MEMBER SERVICE

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HOURS:
Monday - Friday 8 a.m. to 9 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. Other Card Inquiries

PRESS 5
OTHER MEMBER SERVICES

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

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.

To opt out of texting, select 1 for Telephone Banking, then "More Options" from the Main Menu to setup/change preferences.

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