

When using the Audio Response System for the first time, use the last four digits of your social security number as your pin number. When you enter the system you can change your pin number to any 4-digit number you would like.

When entering your account number, use only the 3, 4 or 5 digit number of your "base" account number.

Call the Credit Union office at 419-242-4926 if you have any questions, or if you are experiencing difficulties with the system.



## **TMFCU**

1212 Adams Street • Toledo, Ohio

### **Phone Numbers**

419-242-4926 • 419-242-8550 (fax)

1-800-528-2273 (lost/stolen Jeanie/Debit card)

419-242-8548 (VAN)

[www.toledometro.com](http://www.toledometro.com)

### **SAVINGS**

00 - Shares

01 - Special

05 - Travel

06 - V.M.M

07 - Holiday

09 - Checking

### **LOANS**

79 - Overdraft Protection

80 - Line of Credit

50 - Miscellaneous

51 - Miscellaneous

52 - Miscellaneous



## **AUDIO RESPONSE SYSTEM**

## **VOICE ACTIVATED NETWORK**

**(VAN)**

**MENU OPTIONS**

**AND**

**HELPFUL HINTS**

# NOW AVAILABLE 24/7 ACCESS TO YOUR CREDIT UNION ACCOUNT



Simply dial  
**419-242-8548**  
from any touch  
tone phone and  
key in your  
primary account  
number and  
your personal pin  
number.

## Greeting & Top Menu

- 1. Access Member Account  
Account Number & Pin
- 1. Share Checking
  - 1. Current Balance
  - 2. Last 5 Transactions
  - 3. Verify Cleared Check
  - 4. Last 5 Checks Cleared
- 2. Other Shares — Which Suffix?
  - 1. Current Balance
  - 2. Last 5 Transactions
- 3. Loan Accounts — Which Suffix?
  - 1. Current Balance
  - 2. Last 5 Transactions
- 4. Transfer/Withdraw
  - 1. Transfer Share to Share
  - 2. Request Check
  - 3. Transfer Loan Payment
  - 4. Transfer Funds to Another Account
  - 5. Transfer to Make a Credit Card Payment

## Greeting & Top Menu

- 2. Current Share & Loan Rates
  - 1. Share Rates
  - 2. Certificate Rates
  - 3. Loan Rates
- 3. Hours of Operation
- 8. Change Your Pin
- 9. Back to prev. menu  
(throughout system)
- \* Repeat Last Prompt  
(throughout system)