



**24 Hour  
Phone Teller  
Calling Guide**

**WWW.FIRSTCITYCU.ORG**

**ROUTING NUMBER:**

**322078972**

**MEMBER NUMBER:**

**To use this Free 24-hour service:**

- Enter Your Member ID Number followed by the '#' key
- Enter your Passcode Number followed by the '#' key
- Listen and select from the main menu options. To go to the previous menu, press the '#' key. To end the call, press the '\*' key (See reverse for menu items)

**For new members: To set up your passcode, please follow the automated instructions**

1. Balance Inquiry
  2. Checking information
  3. Loan information
  4. History
  5. Transfer
  6. Withdraw
  7. Change Access Code
  8. OPT-In menu
- # = Go to the previous menu  
\* = End Call  
0 = Transfer to Operator

**(1)Balance Inquiry:**

- 1- Checking
- 2- Savings
- 3- Loan

**(4)History:**

- 1- Account History  
(shares/checking)
- 2- Loan History

**(2)Checking Menu:**

- 1- Checking Balance
- 2- Checking History
- 3- Check clearance

**(5)Transfer:**

- 1- Share to Share
- 2- Share to loan
- 3- Loans to share

**(3)Loan Menu:**

- 1- Loan Balance
- 2- Loan Payoff
- 3- Loan Payments
- 4- Recent Payments

**(6)Withdrawal:**

- 1- Savings
- 2- Checking
- 3- Loan