

DIAL Guide



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*SEFCU's Automated
Bank-by-Phone Solution*



518-452-2874 or 800-733-2848

DIAL 3.0 Menu

FOR ACCOUNT INQUIRIES..... PRESS 1

For account balances.....press 1

For all account balances.....press 1

For savings & checking balancespress 2

For loan & mortgage balancespress 3

For Certificate balances.....press 4

For recent account activitypress 2

For transaction history.....press 1

For pending debit card transactions.....press 2

For cleared check informationpress 3

For depositspress 4

For withdrawalspress 5

For interest or dividend information....press 3

For interest & dividends for last yearpress 1

For last interest/dividend paidpress 2

For loan information.....press 4

For mortgage informationpress 1

For loan information.....press 2

For loan payoff informationpress 3

For credit card informationpress 4

TO TRANSFER FUNDS OR

MAKE A LOAN PAYMENT.....PRESS 2

To transfer funds or make a loan payment

within this accountpress 1

To transfer to another member's

accountpress 2

TO CHANGE YOUR TELEPHONE

BANKING PIN.....PRESS 3

TO SELECT OR CHANGE YOUR

FAVORITE CHECKING ACCOUNT PRESS 4

From any menu:

To speak with a SEFCU representative.....press 0

To return to the previous menu..... press *

To end your call, simply hang up at any time.

Operating instructions

1. Call 518-452-2874 or 800-733-2848.

2. When prompted, enter your member number followed by the pound (#) sign.

NOTE: It is not necessary to enter preceding zeros before your member number.

3. Enter your telephone banking PIN when prompted. This is the confidential, 4-digit number selected at the time of application. If you do not know your PIN or if you are unsure whether your account is registered with a telephone banking PIN, please press 0 to speak with a representative. If you wish to change your PIN, simply select option 3 from the main menu and follow the prompts.

NOTE: If the PIN is set to the last 4 digits of your Social Security Number, the system will require the PIN to be changed.

4. After your PIN is validated, you will automatically get your checking account balance and most recent deposit. If you have multiple checking accounts, the first time you use DIAL you will be asked which checking account you wish to hear account balance information for and will be given the opportunity to set one of these as your favorite checking account. This account information will be played in future calls to DIAL. The favorite checking account can be changed at any time.

5. Choose the account inquiry or transaction you want from the main menu. DIAL will then give you additional instructions.

6. For amounts of one thousand dollars or more, do not input commas (.). You do not need to enter a decimal point. If the amount is in even dollars, add two zeros at the end. For example, \$50 would be entered as 5-0-0-0.

24-hour account access is also available with SEFCU OnLine and SEFCU Mobile apps. Visit sefcu.com.