



Helen Teller

Mid-Tex Federal Credit Union's 24 Hour Telephone Teller

Is Changing...

With Helen

..... You can access your accounts anytime day or night. In effect, Helen puts a teller in your home, office, car or anywhere there is a touch-tone telephone.

- Check your share and loan balances
- Make check withdrawals
- Transfer funds
- Make loan payments
- Inquire about cleared drafts
- Check on deposits and withdrawals
- Request tax information
- And much, much more

Helen is easy to use, all you need is the following:

- Your account number
- Your Personal Identification Number (PIN) is the last four digits of the primary owner's Social Security number. Call the Credit Union to find out how to personalize your own PIN.
- A touch-tone telephone

When you call Helen, a friendly voice will guide you through your transaction. Changes to your account are made immediately, accurately and confidentially.

Remember, don't share your Pin with anyone!

Using Helen Teller

1. Call Helen at telephone number (855) 296-9405
2. Enter your account number followed by the # key.
3. Enter your four digit PIN followed by the # key.
4. Enter a transaction code followed by the # key
5. To end your session, simply hang up or enter 99 #

Things to Remember

- The # key must be pressed to conclude each entry.
- The * key will pause Helen at any point.
- Pressing ** will erase the last instruction you entered.
- Pressing *# will repeat the last message.
- To end the call. Press 99#.
- Enter the exact amount for each transaction, including dollars and cents. For example, to enter \$100.00, press 10000#.
- For loan payoff press LB# and keep listening for today's payoff amount.
- You may key ahead at any time during the session. You do not need to wait for the voice prompt.