



## How to use *Banking by Phone*

Have your First Jersey Credit Union membership number, sub-account numbers (available on your monthly statement) and your PIN # handy.

Using a touch-tone phone, call 973.305.8889 or 800.454.7206 and press 1 for Audio-Response. When you enter the system, you'll be given three main choices:

**Press 1 for ACCOUNT INFORMATION.**

This is the most popular prompt for members.

**Press 2 for SYSTEM INFORMATION.**

This is great for first-time users learning how to use the system.

**Press 3 for the CALL DIRECTOR.**

Use this option to transfer to a specific extension or department.

### ACCOUNT INFORMATION SYSTEM PROMPTS

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**Press 1 to Access your account**, then

- **Press 1** for quick check of balances on savings and checking.
- **Press 2** to make account inquiries such as balances, transaction histories and receive tax and IRA information.
- **Press 3** to do financial transactions such as transfers, withdrawals and loan payments.

**Press 2 for Member Services**

- **Press 1** to change your PIN
- **Press 2** for checking account services (reorder checks, make stop payments)
- **Press 3** to request a statement photocopy.

**Press 3 for Information and Requests**

- **Press 1** for products and services (rates, locations, hours, directions, and promotions.)
- **Press 2** for financial calculations.
- **Press 3** to request a brochure or application.