

# Telephone Banking – Quick Reference Guide

1-800-667-8842 or 306-842-1200

To transfer to Teleservice press 0

**Select an Account Press 1**

**To Select an Account to Work with, Press 1**

You will Enter Card Number, followed by PAC Number when prompted. A listing of your accounts is presented; now choose which account you would like to work with.

**Chequing Press 1**

**Chequing Account Menu**

- 1 - Account Summary
- 2 - More Details
- 3 - Transfer Money
- 4 - Select another Account
- 5 - More Choices

**More Details:**

- 1 - All Transactions
- 3 - Deposits
- 4 - Withdrawals
- 6 - More Choices

**More Choices Chequing:**

- 3 - Specific Cheque

**More Choices:**

- 3 - Report Lost/Stolen Card
- 4 - Mini Statement Fax

**Savings Press 2**

**Savings Account Menu**

- 1 - Account Summary
- 2 - More Details
- 3 - Transfer Money
- 4 - Select another Account
- 5 - More Choices

**More Details:**

- 1 - All Transactions
- 2 - Deposits
- 3 - Withdrawals

**More Choices:**

- 3 - Report Lost/Stolen Card
- 4 - Mini Statement Fax

**Term Deposits Press 3**

**Term Deposits Account Menu**

- 1 - Account Summary
- 2 - More Details
- 4 - Select another Account
- 5 - More Choices

**More Details:**

- 2 - All Transactions

**More Choices:**

- 3 - Report Lost/Stolen Card
- 4 - Mini Statement Fax

**Registered Plans Press 4**

**Registered Plan Account Menu**

- 1 - Account Summary
- 2 - More Details
- 4 - Select another Account
- 5 - More Choices

**More Details:**

- 1 - List all Transaction History
- 2 - Deposits
- 3 - Withdrawals

**More Choices:**

- 3 - Report Lost/Stolen Card
- 4 - Mini Statement Fax

**TFSA Press 5**

**TFSA Account Menu**

- 1 - Account Summary
- 2 - More Details
- 4 - Select another Account
- 5 - More Choices

**More Details:**

- 1 - List all Transaction History

**More Choices:**

- 3 - Report Lost/Stolen Card
- 4 - Mini Statement Fax

**Loans Press 6**

**Loans Account Menu**

- 1 - Account Summary
- 2 - More Details
- 4 - Select another Account
- 5 - More Choices

**More Details:**

- 1 - List all Transactions History
- 2 - Last Payment Information
- 3 - Next Payment Information

**More Choices:**

- 3 - Report Lost/Stolen Card
- 4 - Mini Statement Fax

**Mortgage Press 7**

**Mortgage Account Menu**

- 1 - Account Summary
- 2 - More Details
- 4 - Select another Account
- 5 - More Choices

**More Details:**

- 1 - List all Transactions History
- 2 - Last Payment Information
- 3 - Next Payment Information

**More Choices:**

- 3 - Report Lost/Stolen Card
- 4 - Mini Statement Fax

<b>Transfer Money Press 2</b>	<b>All Account Balances Press 3</b>	<b>General Info Press 4</b>	<b>Bill Payments Press 6</b>	<b>More Choices Press 8</b>
Enter Card Number, followed by PAC Number when prompted.	Enter Card Number, followed by PAC Number when prompted.	1 - Hours and Locations 2 - ATM Locations 4 - Report Lost/Stolen Cards	Enter Card Number, followed by PAC number when prompted.	1 - Report Lost/Stolen Cards 3 - Change PAC
Select an Account to work with.			Then choose from the following Bill Payment menu: 1. Pay a bill: 1 - List of payees 2 - Enter payee name 2. Change or cancel a bill	
Then choose from the following Transfer Money Menu: 1 - Transfer from Source Account 3 - Transfer into Account 6 - Transfer to another member				
<b>At any time:</b> * To repeat an item # To go back to previous menu				

**Notes:**

- When entering amount to pay – use the \* key as the decimal
- When spelling the payee name using the telephone keypad – for Q use the #7 and for Z use the #9. Skip spaces or special characters in the payee name.
- When system refers to “Source Account” that is the account you are transferring from.
- Lost/Stolen Cards – During regular business hours you will be redirected to Teleservice for a lost or stolen MemberCard or Global Payment Card. After hours you will be redirected to CUETS Card Services.
- Bill Payments – Occasionally the order of your bill payees may change. In order to ensure your bill is paid correctly, use option 2 and enter the name of the payee.



**WEYBURN CREDIT UNION**