



## Audio Response Call Flow

To reach our 24-hour automated telephone banking system:

Simply call **(713) 755-5160 option 2**

Or dial direct to **(888) 854-8851**

Enter your member number followed by #

Enter your PIN followed by #

Option 1 – Account Inquiries<sup>^</sup> (balances, transaction information, dividends, etc)

Option 2 – Perform Money Transactions<sup>^</sup> (transfers, check requests, etc)

Option 3 – Rates

Option 4 – Change PIN

Option 5 – Different Account Number

Option 6 – CU Services (stop payments, hours, location, etc)

Option 8 – Repeat Options

Option 9 – End Call

\* - Return to Previous

<sup>^</sup>3-digit account suffix may be requested (000, 050, etc.)