

## First Time Access:

Enter your Account Number and press #.

Account Numbers are found on your statements or receipts.

Enter your SSN

Enter your New 4 digit pin number

You will hear the message "Your personal account identification number has been defined."

You will then be prompted to re-enter your account number and pin to begin your call.

Press '9' anytime for assistance

Press '\*' to return to the Main Menu



## NORTH MAIN OFFICE

101 West Llano Estacado

Clovis, New Mexico 88101

575-762-3313

Fax #: 575-763-5101

## SOUTH MAIN OFFICE

101 South Main

Clovis, New Mexico 88101

575-762-3313

Fax # 575-762-9809

### OFFICE HOURS

MONDAY thru FRIDAY :

Lobby: 9:00 a.m. — 4:30 p.m.

Drive Thru: 9:00 a.m.—5:30 p.m.

Saturday: Closed

# Audio Response Service Telephone Teller



*Where You Belong*


### SUFFIX LIST:

- 01— Regular shares
- 02, 03, 04, - Aux Shares
- 12— Money Market
- 15— Checking
- 25— Holiday Club


**575-762-3313**  
**(800) 594-8428**

TELEPHONE TELLER MAIN MENU: FOR CURRENT ACTIVITY (1) Enter your Account Number (2) Enter your Pin Number

**(1) Account Balance and Transaction History**

1. **A: Current Account Balance** 
2. **B: History of Deposits**
3. **C: History of Withdrawals**
4. **D: Year-To-Date Dividends and Interest**
5. **E: Current History of Cleared Checks**
6. List of ALL active loans
7. Complete history of ALL account transactions

**(2) Perform Transfers**

1. **H: Perform Fund Transfers** 
2. **I: Check Withdrawal**
3. *Not available*

**(3) Calculate a Loan Payment**

1. Calculate a loan payment
2. Calculate amount that can be borrowed
3. List ALL Active Loans

**(4) Special Services**

1. Change Pin Number
2. Access a different Account Number
3. List ALL active loans
4. *Not available*

*(5) and (6) not available*

*(7) List of ACTION CODES*

**(1) A: Current Balances: Enter 1**

1. Savings Balance
2. Checking Balance
3. Line of Credit Loan Balance
4. Balance—Any other Account
5. List ALL Active Loans

**B: History of Deposits: Enter 2**

1. Direct Deposit—Savings
2. All Deposits—Savings
3. Direct Deposit—Checking
4. ALL Deposits—Checking
5. ALL Deposits—ANY suffix

**C: History of Withdrawals: Enter 3**

1. List of Cleared Checks
2. ATM Withdrawals—Savings
3. ATM Withdrawals—Checking
4. ACH Withdrawals—Savings
5. ACH Withdrawals—Checking
6. ALL Withdrawals—any suffix

**D: Year-To-Date Dividends & Interest: Enter 4**

1. YTD Dividends—Savings
2. YTD Dividends—Checking
3. YTD Interest—Line of Credit
4. YTD Interest ANY Suffix

**E: Cleared Checks Inquiry: Enter 5**

1. List of Cleared Checks
2. Single Cleared Check

**(2) H: Perform Transfers: Enter 1**

1. Transfer from savings to drafts
2. Transfer from draft to savings
3. Transfer between any two suffixes

**I: Check Withdrawal**

1. Initiate check from savings
2. Request check from draft
3. Request check from any suffix
4. *Not available*

**Action Codes**

- 01 Savings Account Balance
- 02 Draft Account Balance
- 03 Line of Credit Loan Balance
- 08 List All Loans
- 09 Account Balance, Any Suffix
- 10 Complete Account History
- 11 Payroll/Direct Deposit History, Savings
- 12 Payroll/Direct Deposit History, Draft
- 13 Stop Payment Add/Delete
- 14 Last Four Drafts
- 15 Single Cleared Draft
- 16 All Deposits, Savings
- 17 All Deposits, Draft
- 19 All Deposits, Any Suffix
- 21 Transfer Funds, Savings to Draft
- 22 Transfer Funds, Draft to Savings
- 28 Transfer Funds to Different Account
- 29 Transfer Funds, Any Two Suffixes
- 31 Check Withdrawal, Savings
- 32 Check Withdrawal, Draft
- 39 Check Withdrawal, Any Suffix
- 41 YTD Dividends, Savings
- 42 YTD Dividends, Draft
- 43 YTD interest, LOC Loan
- 49 YTD Dividends/Interest, Any Suffix
- 51 ATM Withdrawals, Savings
- 52 ATM Withdrawals, Draft
- 53 ACH Withdrawals, Shares
- 54 ACH Withdrawals, Draft
- 59 All Withdrawals, Any Suffix
- 90 Switch Prompting Mode
- 93 Change PIN
- 94 Calculate Loan Pmt/AMT
- 97 Change to New Account Number
- 98 Play Help Information
- 99 End Call