

24-HOUR AUDIO RESPONSE SYSTEM

Touch-Tone Teller™



GETTING STARTED

1. Dial Mountain America.
Metro Salt Lake City
(801) 325-6555
Toll-free 1-800-748-4302
2. Press 1; press 1 again to access Touch-Tone Teller.
3. Enter your account number (usually seven digits) followed by the pound key (#).
4. Enter your four digit PIN number followed by the pound key (#).
5. Decide what mode of Touch-Tone Teller you are in. You can operate Touch-Tone Teller in either "Expert Mode" or "Menu Mode." This card is for users in the "Expert Mode."
6. To change from Menu Mode to Expert Mode, enter 8-3-2-1# (8 for additional options, 3 to change preferences, 2 to change to expert mode, then 1 followed by the pound sign (#) to process).

To change from Expert Mode to Menu Mode enter 42 followed by the pound sign (#).

ID NUMBERS

Touch-Tone Teller will ask for your ID number. Below are some general guidelines. Your ID numbers may vary; see your statement for your specific ID numbers.

01	Primary savings
02-06	Secondary savings
50	Checking
07	Money Market
74 or 75	Visa Credit Card
85	Swift Cash
89	Equity Gold

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

PERSONALIZED

Touch-Tone Teller can be also programmed for your preferences so that you hear the information you want first. For instance, if you frequently call to get your balance and to find out what checks have recently cleared, Touch-Tone Teller can be programmed to give you that information before you choose other options. It is just another way Touch-Tone Teller can save you time. Call the Information Service Center at 325-6228 in Salt Lake County, or call 1-800-748-4302 toll-free.

(Service Codes continued on back)

HELPFUL HINTS FOR "EXPERT MODE"

9# to get new service code prompt. If you are listening to lists of information (like check clearing) and want to cancel and move on to another transaction, push 9#. It will cancel your current transaction, pause for a few seconds, then will ask you for your next service code.

to fast forward. To fast forward through a list, push #.

BALANCE INQUIRY

SERVICE CODES

Summary of Share Accounts	07#
Summary of Loan Accounts*	08#
Savings Balance	04#
Checking Balance	05#

HISTORY INQUIRY

Account History	15#
Deposit History	37#
Check Clearing (one at a time)	12#
Checking Clearing (last 10)	49#
ATM History	50#
ACH History	51#
Payroll History	52#
IRA Contributions	17#

TRANSFERS

Savings to Checking	22#
Checking to Savings	23#
Savings to Savings	24#
Line of Credit* to Savings	25#
Line of Credit* to Checking	26#
Savings to Loan*	28#
Checking to Loan*	29#

*Includes Visa, Swift Cash, and Equity Loans

CHECK BY MAIL (Withdrawal) SERVICE CODES

Savings Withdrawal	31#
Checking Withdrawal	32#
Loan Advance	34#
Visa Advance	34#

LOAN INFORMATION

Loan Payoff	11#
Loan Payment	09#
Loan History	16#
Touch-Tone Loan (loan application)	98#

FAX MENU

Change Business Fax Number	44#
Change Home Fax Number	43#
Fax Account Summary	57#
Fax Statement	58#
Check Copy Request (mailed or faxed)	48#

MISCELLANEOUS

Change PIN	90#
HELP	99#
Change to Menu Mode	42#
Bill-Payer	65#
Check Reorder	54#
Transfer to Operator	60#
Check Stop Payment	47#
Change to Another Account	02#
Goodbye	03#



MOUNTAIN AMERICA
CREDIT UNION
AND ITS DIVISIONS



Membership required — based on eligibility