



guide

your way through CompuTeller

This innovative service gives you convenient access to your RCU accounts by phone, and it works for you around the clock, seven days a week!

With CompuTeller you can make balance inquiries, get Payroll Deduction and Direct Deposit information, calculate loan payments, make loan payments, transfer money between RCU accounts, and much more.

Getting Started

It's easy to use, quick, secure, and FREE! All you need is a telephone, your Personal Identification Number (PIN), and your Member number. If you aren't set up with CompuTeller or forgot your PIN, please call 715-833-8111 or 1-800-341-9911 for assistance.

Quick Options Guide

Dial 833-8168 or 1-800-762-6280

Press 1 — Select an Account to Work With

Press 2 — Transfer Money

Press 3 — All Accounts Balance

Press 4 — General Information
(including office hours and locations
and ATM locations)

Press 5 — Product Information
(including rates on loans, credit cards,
certificates, checking, savings, and IRAs)

Press 6 — More Choices
(including PIN change)

Press 7 — Merchant Verification

Use these helpful keys at any time:

Press * — Repeat Options

Press # — Return to Previous Menu

Accessing Your Account

Make accessing your account even easier! Use the Account Numbers section located on the back of this guide to record any accounts that you want to access with CompuTeller. Then simply:

- Dial 833-8168 or 1-800-762-6280
- Press 1 to use the touch-tone keypad or if you are in a quiet location, say "Voice" to use the voice prompts.
- Choose an option that you would like to perform.
- Enter your Member ID (Member Number)
- Enter your PIN

Keypad Example for Savings Balance Inquiry

- Press 1 for touch tones
- Choose 1 to select an account
- Enter Member ID
- Enter PIN
- Press 1 for Savings

Voice Example for Savings Balance Inquiry

- Say "Voice"
- Say "All Accounts Balance"
- Say Member ID (Example 111444)
- Say PIN (Example 0001)

See reverse side for your customizable worksheet.

For more information visit www.rcu.org or call RCU Member Service at 715-833-8111 or 1-800-341-9911.

Account Type (Savings, Checking, Loans)

Account Number

- Dial 833-8168 or 1-800-762-6280
- Press 1 to use the touch-tone keypad or if you are in a quiet location, say "Voice" to use the voice prompts.
- Choose an option that you would like to perform.
- Enter or say your Member ID
- Enter or say your PIN

Your Custom Options Guide

Fill in the numbers for each option as applicable for your unique account configurations. Additional forms are available online at www.rcu.org.

Press 1 — Select an Account

____ **Savings** > Select Account

- ____ More Details:
 - ____ Transaction History
 - ____ Deposit History
 - ____ Withdrawal History
 - ____ Dividends
- ____ Transfer Money
- ____ Work with Another Account

____ **Checking** > Select Account

- ____ More Details:
 - ____ Transaction History
 - ____ Cleared Checks
 - ____ Deposit History
 - ____ Withdrawal History
- ____ More Choices:
 - ____ Dividends
 - ____ Specific Cleared Checks
 - ____ Single Check
 - ____ Range of Checks
- ____ Transfer Money
- ____ Work with Another Account

____ **Certificate** > Select Account

- ____ More Details:
 - ____ Dividends
 - ____ All Transaction History
- ____ Work with Another Account

____ **IRA** > Select Account

- ____ More Details:
 - ____ Transaction History
 - ____ Deposit History
 - ____ Withdrawal History
 - ____ Interest Information
- ____ Work with Another Account

____ **Mortgage** > Select Account

- ____ More Details:
 - ____ Transaction History
 - ____ Last Payment Information

____ Next Payment Information

____ Interest Information

____ Make a Payment

____ Work with Another Account

____ **Vehicle Loan** > Select Account

- ____ More Details:
 - ____ Transaction History
 - ____ Last Payment Information
 - ____ Next Payment Information
 - ____ Interest Information
- ____ Make a Payment
- ____ Specific Amount
- ____ Payoff
- ____ Work with Another Account

____ **Personal/Unsecured Loan** > Select Account

- ____ More Details:
 - ____ Transaction History
 - ____ Last Payment Information
 - ____ Next Payment Information
 - ____ Interest Information
- ____ Make a Payment
- ____ Specific Amount
- ____ Payoff
- ____ Work with Another Account

____ **Line of Credit/Kwik Cash** > Select Account

- ____ More Details:
 - ____ Transaction History
 - ____ Last Payment Information
 - ____ Next Payment Information
 - ____ Interest Information
- ____ Transfer Money
- ____ Advance
- ____ Make a Payment
 - ____ Specific Amount
 - ____ Payoff and Leave Active
- ____ Work with Another Account

Press 2 — Transfer Money

____ **Savings** > Select Account

- ____ Transfer Out to Another Account
- ____ Make a Loan Payment
- ____ Specific Amount

____ Payoff

____ Transfer In from Another Account

____ Advance from Line of Credit

____ Have a Check Drawn from Account

____ **Checking** > Select Account

- ____ Transfer Out to Another Account
- ____ Make a Loan Payment
 - ____ Specific Amount
 - ____ Payoff
- ____ Transfer In from Another Account
- ____ Advance from Line of Credit
- ____ Have a Check Drawn from Account

____ **Line of Credit** > Select Account

- ____ Advance
- ____ Make a Payment
 - ____ Specific Amount
 - ____ Payoff and Leave Active

Press 3 — All Accounts Balance

Press 4 — General Information

- 1 Office Hours and Locations
- 2 Locate the Nearest ATM

Press 5 — Product Information

- 1 Rates and Products
 - 1 Loan Rates
 - 2 Credit Card Rates
 - 3 Certificates less than \$50,000
 - 4 Certificates \$50,000 or more
 - 5 IRA Rates less than \$50,000
 - 6 IRA Rates \$50,000 or more
 - 7 Savings, Checking, or Money Market Rates
- 2 Calculate Loan Payment

Press 6 — More Choices

- 1 Change PIN Number

Press 7 — Merchant Verification

Use these helpful keys at any time:

Press * — Repeat Options

Press # — Return to Previous Menu