



TELEPHONE BANKING GUIDE

Getting Started

- Call:** 1.800.521.1272
Enter: Member Number
Enter: Access Code #

Helpful Hints

- If you are not calling from the phone number listed with TruWest, you will be asked identifying questions.
- Enter dollar amounts without the decimal.

Example: \$20.00 is 2000

- To return to the previous menu, press the star key (*).
- To return to the main menu, press zero (0).
- Please pause between menu selections.

Call Flow

Menu Selection

Account History - Deposits	1	2	1
Account History - Withdrawals	1	2	2
Account History - All Activities	1	2	4
Savings Account Balance	1	1	1
Checking Account Balance	1	1	2
Other Account Balance	1	1	3
Last Checks Paid (Multiple)	1	3	1
Checks Paid (Specific)	1	3	2
Balance & Payment on Loan	1	4	2
Dividends Paid on Account	1	2	3
Interest Paid on Loan	1	4	3
Transfer Savings to Checking	2	2	1
Transfer Checking to Savings	2	2	2
Loan to Account Transfer*			
Loan to Checking Transfer*	2	2	6 3
Loan to Savings Transfer*	2	2	6 4
Select Other Account*	2	2	6 5
Select a Loan to Account*	2	2	6 6
Cross Account Transfer to Your Membership**	2	3	1
Cross Account Transfer from Your Membership**	2	3	2
Check Withdrawal Request	2	4	
Loan Payment from Savings	2	1	1
Loan Payment from Checking	2	1	2
Loan Payment from Specified Account	2	1	3
Stop Payment Order	3	3	
Go to a Different Membership	3	1	
Change Access Code	3	2	

Account Numbers

To access an account (i.e. Checking or Savings), please refer to your TruWest statement and/or Online Banking for the account number to use.

* Personal Credit Line (PCL) and AZ Home Equity Credit Lines only.
 Minimum advance is \$50 for PCL and \$200 for AZ Home Equity.

**Prior authorization required.