

24-Hour Audio Response User Guide

Audio Response is designed with ease of use in mind. For your convenience, we have included a list of transaction codes in this brochure. Keep these codes handy for quick reference. Simply follow the prompts and enter your information with the telephone keypad.

Jackson 517.787.3981
Hillsdale 517.439.0123
Toll-Free 800.232.EECU (3328)

After dialing into the system, you will be asked to enter one (1) to sign on to your membership or two (2) to verify funds for a credit union check. Once you have signed on to your membership, you will be directed to the following options:

For account and loan inquiries, enter 1.
For payments and transfers, enter 2.
For other activities, enter 3.
For Credit Union assistance, enter 0.
To disconnect, enter 5.

After making your selection, simply follow the provided prompts:

Audio Response Service Codes:

1 Account and Loan Inquiries Menu

For account balance inquiry, enter 1.
For account history, enter 2.
For cleared checks, enter 3.
For loan inquiry, enter 4.
To return to the previous menu, enter *.
For credit union assistance, enter 0.

2 Payments and Transfers Menu

To make a loan payment, enter 1.
To make a transfer, enter 2.
To make a cross member transfer, enter 3.
To return to the previous menu, enter *.
For credit union assistance, enter 0.

3 Other Activities Menu

To go to a different membership, enter 1
For current rates, enter 2.
To change your access code, enter 3.
To report a lost or stolen card, enter 4.
To return to the previous menu, enter *.
For credit union assistance, enter 0.



Our Vision

Building relationships with our members and community by delivering outstanding member service and affordable financial solutions.

Jackson

1425 Parnall Rd., Jackson, MI 49201
Mailing Address:
P.O. Box 4100, Jackson, MI 49204-4100

Spring Arbor

7845 Spring Arbor Rd. Suite #6, Spring Arbor, MI 49283

Hillsdale

412 W. Carleton St., Hillsdale, MI 49242

Michigan Center

4405 Page Ave., Michigan Center, MI 49254

Call Center

517.787.2060 | 877.894.5033

BUSINESS HOURS

Lobby	M, TU, TH	9 am – 5:30 pm
	W	10 am – 5:30 pm
	FRI	8:30 am – 6 pm
	SAT	9 am – 1 pm (Jackson only)
Drive-Thru	M, TU, TH	8:30 am – 5:30 pm
	W	10 am – 5:30 pm
	FRI	8 am – 7 pm
	SAT	9 am – 1 pm

IMPORTANT NUMBERS

24-Hour Audio Response

Jackson	517.787.3981
Hillsdale	517.439.0123
Toll-Free	800.232.EECU (3328)
Routing & Transit Number	272481651

Serving all who live, work, worship or attend school in Southern Michigan.

www.eecu.us



24-Hour Audio Response



*Get connected to your credit union account
24 Hours a Day, 7 Days a Week!*

Get connected to your account 24 Hours a Day, 7 Days a Week!

Your credit union accounts are only a phone call away with our convenient audio response phone service. Obtain account information and make transactions from the comfort of your home, car or office anytime of the day or night. All you need is a touch-tone phone, your member number and an Access Code/Personal Identification Number (PIN).

Take a look at what 24-Hour Audio Response can do for you:

- Make Balance Inquiries
- List of Recent Transactions
- Get a List of Cleared Checks
- Make Cross-Member Transactions
- Dividend Information
- Get Loan Information on Existing Loans
- Make Loan Payments
- Advances on Checking Line-of-Credit and VISA®
- And Much More!

Our Audio Response Service is Safe, Reliable, Secure and FREE!

To maintain the security of your accounts, each member will be issued their own Access Code/PIN. To obtain your Audio Response Access Code/PIN, contact the credit union at 517.787.2060 or 877.894.5033 today!

Accessing Other EECU Accounts

For your convenience, you may also make cross-member transactions. Simply contact the credit union to set up access. When using Audio Response, you will need to know the member number and Access Code/PIN for each member number that you wish to access.



Account & Loan Numbers

Account and loan numbers are the digits following your member number, which designate a particular section of your account. Please refer to your credit union statement for your personal account and loan numbers related to your member number. A list of sample credit union account and loan numbers are provided below:

- 1 Savings
- 3 Checking
- 4, 5 Safe & Secure Money Market
or Preferred Savings
- 20, 21 Holiday or Vacation Club
- 141, 145 VISA® or any Loan

Helpful Tips for Using Audio Response

- Begin by dialing Audio Response from any touch-tone phone (if you have a rotary dial phone, move the pulse switch to tone while using the service):
Jackson 517.787.3981
Hillsdale 517.439.0123
Toll-Free 800.232.EECU (3328)
- Audio Response will answer with a greeting and then ask you to enter (1) to sign on to your membership or (2) to verify funds for a credit union check.
- When you choose option (1), you will be prompted to enter your member number and access code/PIN, each followed by the (#) sign, located in the bottom right corner of your keypad.
- To access a savings or loan account, Audio Response will ask you for the specific account or loan number, so be sure to have those numbers readily available (*see Account & Loan Numbers section for more information*).
- When entering dollar amounts, remember that the last two digits will be treated as cents. For example, \$100.00 would be entered as 10000.



- A cross-member transfer (a transfer between two member numbers) requires two different member numbers and access codes. A transfer within an account involves two account or loan numbers (such as checking and savings).
- Telephone transfers are limited to six transactions per month from all savings accounts.
- To maintain the security of your account, Audio Response will require you to change your Access Code/PIN during your first use of the service. Simply follow the provided prompts.
- To return to the previous menu, press (*); for credit union assistance, press (0); to move forward 5 items in the history read back, press (8); and to repeat the last read back, press (9).
- Members with access to more than one account should remember to enter the system using the desired member number from which the transaction will originate.
- Audio Response will only allow three invalid Access Code/PIN attempts before the call is automatically ended. If you have forgotten your Access Code/PIN, please contact the credit union to have it re-set.

Your credit union accounts are only a phone call away...