

Telephone Banking

NEW options for better, faster service at your fingertips!

- Secure account access 24/7
- Real-time account information
- Check search by date or number (NEW)
- Lost or stolen card reporting (NEW)
- Check ordering (NEW)
- Transfer funds among accounts
- Voice or touch response (NEW)
- English or Spanish language selection
- Male or female voice selection (NEW)
- Text alerts available for balances, withdrawals and account history (NEW)

To get started, simply dial 281.391.7557 or 800.391.7557.

- ▶ Current users of telephone banking, enter your member number and existing PIN.
- ▶ For new users, enter your member number and PIN, which is the last four digits of your social security number. You will be prompted to select a new PIN.
- ▶ Set your preferences for language, speech, male/female voicing, opt-in for texting.
- ▶ You will hear your current account information.
- ▶ At this time, select the reason for your call:
 - Press 1 for Checking or Money Market
 - Press 2 for Savings
 - Press 3 for Loans
 - Press 4 for Credit Card
 - Press 5 for Certificate or IRA
 - Press 6 for Other Options
 - Press 0 to Speak to a Member Service Representative