



# TELLERPHONE

Bank-by-Phone Access 24 Hours a Day!

## How To Use TellerPhone

1. **Call anytime!** Local- **707-443-2424** Inside CA- **800-644-2024**
2. Enter your MEMBER NUMBER (account number as on your statement)
3. Enter the # sign (Do not enter the # sign again, unless requested)
4. Enter your 4-digit ACCESS CODE (PIN)
5. Enter a 2-digit ACTION CODE (Below)
6. When asked for a *Share Type* to which the transaction or inquiry applies, please refer to the 'SHARE TYPE CODE' menu (Below.)

### Note:

- You may enter ## at any time to return to the main menu
- To speed your call, you may by-pass the instructions with your entry

## TellerPhone Menu and List of Action Codes

### Transaction Menu

- 10- Savings to Checking Transfer
- 10- Checking To Savings Transfer
- 11- Savings to Loan Transfer
- 17- Check Withdrawal from Savings
- 17-Check Withdrawal from Checking

(To enter the amount of the transfer or check withdrawal, enter the dollars and the cents.  
Ex: \$325.00, enter 32500.)

### Balance Inquiry Menu

- 30- Checking
- 31- Savings
- 32- Loan
- 34- IRA

### Miscellaneous Menu

- 81- Loan pay-off status
- 82- Calculate Loan Amortization
- 96- Change Your Access Code (PIN)
- 97- Inquire on another account
- 98- Terminate call

### History Menu

- 50- Last Checking Deposit
- 51- Last Savings Deposit
- 52- Last Checking/ Savings Withdrawal
- 53- Last ATM/ Point-of-Sale (Check Card) Transaction
- 54- Last ACH Deposit
- 55- Last ACH Withdrawal
- 56- Last Payroll Deposit

### Checking Inquiry Menu

- 40- Last Check Cleared
- 41- Last Checking Deposit
- 42- Checks Cleared by Check Number

### Share Type Code Menu

(Find your Share Type Code(s) on your statement)

- Primary Savings – 00
- Checking Accounts – 10 through 19
- Sub Savings Accounts – 60 through 69
- IRA Accounts – 80 through 89
- Loans – 1 through 9