

Complete Personal Automated Telephone Teller (PATT) Guide

Local: 713-869-4984 Toll Free: 800-305-6372

Enter Account Number followed by the # (if you do not enter a number within 10 seconds, PATT will disconnect)

Enter Access Code followed by the #

MAIN MENU

You may choose any option at any time. If you do not make a selection, the menu will repeat.

1 Balance Inquiries:

1 Share Balance

Enter Share ID and # (the operator will list all available Share IDs).

2 Open Share List

This option allows you to listen to all your Share ID's current and available balances.

3 Loan Balance

4 Open Loan List

To go back to the previous menu

0 To speak to an Operator – *currently not available*

* To end the call

2 History Inquiries

1 Last Deposit

Enter Share ID followed by the # (the operator will list all available Share IDs)

allows you to go to the next transaction immediately

* allows you to skip to the current group of transactions

1 allows you to go to the next group of transactions

9 allows you to cancel current service and go back to the History Inquiries menu

(the previous options will also apply to: Last Payroll Deposit, Share History, Loan History and Deposit History)

2 Last Payroll Deposit

3 Share History

4 Loan History

5 Deposit History

6 Recent Transaction Activity

1 Checking History (all checks that have cleared)

Enter Share ID followed by the # (the operator will list all available Share IDs)

allows you to go to the next transaction immediately

* allows you to skip to the current group of transactions

1 allows you to go to the next group of transactions

9 allows you to cancel current service and go back to the History Inquiries menu

(the previous options will also apply to: POS History, Debit Card History, ATM History, ACH History, Payroll History, Loan Payment History and Shared Branching History)

2 Point of Sale (POS) History (transactions done with a PIN on card)

3 Debit Card History

4 ATM History

5 ACH History

6 Payroll History

7 Loan Payment History

8 Shared Branching History

To go back to the previous menu

0 To speak to an Operator – *currently not available*

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To go back to the previous menu



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3 Transfers

1 Share to Share

1 Transfer within account

Enter Share ID to transfer FROM followed by #

Enter Share ID to transfer TO followed by #

Enter transfer amount (in dollars and cents) followed by #

1 To process transfer

9 To cancel transfer (will take you back to Transfer Menu)

2 Transfer to another account

Enter Share ID to transfer FROM followed by #

Enter Account No. to transfer TO followed by #

Enter Share ID to transfer TO followed by #

Enter transfer amount (in dollars and cents) followed by #

1 To process transfer

9 To cancel transfer (will take you back to Transfer Menu)

2 Share to Loan

1 Transfer within account

2 Transfer to another account

3 Loan to Share

1 Transfer within account

2 Transfer to another account

To go back to the previous menu

0 To speak to an Operator – *currently not available*

* To end the call

4 Checking Information

1 Checking Balance

Enter Checking ID followed by the # (the operator will list all available Checking IDs)

2 Check No. Inquiry

Enter Checking ID followed by the # (the operator will list all available Checking IDs)

Enter Check No. followed by the #

1 To continue (allows you to enter another check #)

9 To stop

3 Checking History

Enter Checking ID followed by the # (the operator will list all available Checking IDs)

4 Check Copy Request (will transfer you to the Call Center to speak to a CU Representative)

5 Check Stop Payment

Enter Checking ID followed by the # (the operator will list all available Checking IDs)

Enter Check No. (will allow you to confirm stop payment before processing)

1 To Process

2 To Cancel

6 Check No. Range

Enter Checking ID followed by the # (the operator will list all available Checking IDs)

Enter Low Check No. followed by # (will only allow to search 10 checks at a time)

Enter High Check No. followed by #

To go back to the previous menu

0 To speak to an Operator – *currently not available*

* To end the call

5 Loan Information

1 Loan Balance

Enter Loan ID followed by the # (the operator will list all available Loan IDs)

2 Open Loan List



This option allows you to listen to all your Share ID's current and available balances.

3 Loan Payment Inquiry

Enter Loan ID followed by the # (the operator will list all available Loan IDs)

4 Loan Payment History

Enter Loan ID followed by the # (the operator will list all available Loan IDs)

5 Loan Payoff Amount

Enter Loan ID followed by the # (the operator will list all available Loan IDs)

6 Loan Balance on a Specific Date

Enter Loan ID followed by the # (the operator will list all available Loan IDs)

Enter Effective Date followed by the # (enter date in MMDDYY format)

7 Loan Advance Total (allows you to inquire on past Line of Credit advances)

Select months available

To go back to the previous menu

0 To speak to an Operator – *currently not available*

* To end the call

6 Additional Options

1 Change Access Code

Enter new Access Code followed by #

1 Process

9 Cancel

2 Year to Date Information

1 IRA Contributions

2 Dividend Information

3 Interest Information (for loans)

To go back to the previous menu

0 To speak to an Operator – *currently not available*

* To end the call

3 Change Account

4 If you received a new card and are calling to activate it.

5 Report a card lost, stolen or not received

To go back to the previous menu

0 To speak to an Operator – *currently not available*

* To end the call

7 Report a card lost, stolen or not received

1 To enter card number

1 To Process Report

9 To Cancel Report

2 For a list of available card numbers on this account

1 Process Report

9 To Cancel Report

0 To speak to an Operator – *currently not available*

*** To end the call**

