

Greater Telephone Banking

We are introducing a new menu option along with a new Telephone Banking System with improved functionality and enhanced features.

On April 3, 2017 you will need to call us at 888-554-2328 to access your accounts through Telephone Banking.

Check out our new **Menu Option** for our toll-free #: **888-554-2328:**

Dial	Command
1	FOR ENGLISH
2 ABC	FOR SPANISH
3 DEF	IF YOU KNOW YOUR PARTY'S EXTENSION
4 GHI	TO SEARCH NAME BY DIRECTORY
5 JKL	FOR OFFICE HOURS

First Time Using Telephone Banking?

By using this automated service, you can inquire about your account balances, make transfers, or even withdraw funds. Menu options are available in both English and Spanish and all account information is current and up-to-date.

How to Get Started

CALL GAFCU at 888-554-2328

PRESS **1 FOR ENGLISH, OR PRESS **2** FOR SPANISH.** After you choose your preferred language,

PRESS **7 TO ACCESS TELEPHONE BANKING**

When accessing Telephone Banking for the first time you will be asked to **setup your PIN**. Please have the following information handy to setup your PIN:

- **Member Number**
- **Last 4 digits of your Social Security Number**
- **Date of Birth: MMDDYYYY**

Once you have setup your 4 digit PIN you can access all of your accounts. If you are a Joint Owner on the account please use the same member number as the primary account holder and follow the instructions mentioned above to setup your PIN. **Please check out our new Telephone Banking Tree on the back of this page.**



For an even Greater Convenience, may we suggest trying out our New & Improved Online and Mobile banking services. **Please visit www.greateralliance.org to learn more.**

Telephone Banking Tree

GREETING



COMMON MENU

9	Repeat Menu
*	Previous Menu
8	End Call
0	Service Support Team

MAIN MENU



TRANSACTION MENU

1	Transfer Funds
2	Withdraw by Check
3	Stop a Check

TRANSFER MENU

1	Within this Account
2	Cross member Transfer

INQUIRY MENU

1	Balance on all Accounts
2	Specific Account Info

ACCOUNT INQUIRY

1	Checking
2	Savings
3	Loans
4	CD, Club, IRA

Change Pin

CHECKING INQUIRY

1	Recent Transactions
2	Debit Transactions
3	Specific Transactions
4	Dividends
5	Balance

SPECIFIC CHECKING TRANSACTIONS

1	Debit Transactions
2	Withdrawals
3	Deposits
4	ATM
5	Specific Check (# or Amount)
6	Last 5 Checks

SAVINGS INQUIRY

1	Recent Transactions
2	Specific Transactions
3	Dividends
4	Balance

SPECIFIC SAVINGS TRANSACTIONS

1	Withdrawals
2	Deposits
3	ATM

LOAN INQUIRY

1	Recent Transactions
2	Last Payment Date & Amount
3	Next Payment Date & Amount
4	Payoff Amount
5	Balance & Available Credit (line of credit only)

CD, CLUB, IRA

Enter Your Account ID Number	
#	If you do not know your ID Number