TOUCHTONE TELLER FLOWCHART

River City FCU Main Menu
1. Access Account or Loan information via TouchTone Teller.
2. Card lost / stolen / not received. (single or all cards on account)
3. Activate new credit or debit card/
4. Other services.

TouchTone Teller Main Menu
1. Balance Inquiry
2. History Inquiry
3. Transfer Inquiry
4. Checking Information
5. Loan Information
6. Additional Options (Access code / Spanish)
7. Other services

TouchTone Teller provides free automated telephone access to your accounts 24 hours a day, 7 days a week.

TouchTone Teller is available 24/7/365
(210) 225-0708 or 1 (800) 644-4748

1. Balance Inquiry
1. Open share account list
2. Savings balance
3. Checking balance
4. Share balance (all shares)
5. Open loan list (all loans)
6. Loan balance
# Previous menu
0. Other services

2. History Inquiry
1. Last deposit
2. Share history
3. Loan history
4. Deposit history
5. Recent transactions (by type: checks, POS, debit card, ACH, loans, credit card, etc.)
# Previous menu
0. Other services

3. Transfer Inquiry
1. Savings to checking
2. Checking to savings
3. Savings to loan
4. Checking to loan
5. Loan to savings (LOC & Credit Card advance)
6. Loan to checking (LOC & Credit Card advance)
7. Share to share (any account)
8. Share to loan (any account)
9. Loan to share (any account)
# Previous menu
0. Other services

4. Checking Info.
1. Checking balance
2. Check # inquiry
3. Resent check clearing
4. Draft number range
5. Check reorder
# Previous menu
0. Other services

5. Loan Info.
1. Loan / credit card balance
2. Open loan balance list
3. Loan payment information
4. Recent loan payments
5. Loan payoff
# Previous menu
0. Other services

6. Additional options
1. Year to date information (IRA contributions, Share dividends, and CD/Loan interest)
2. Change preferences (1. Change access code, 2. Switch to spanish)
3. Change account number (inquiry on different account)
# Previous menu
0. Other services