



# DYNAMIC FEDERAL CREDIT UNION

## Telephone Banking

- To access our Telephone Banking System, dial 419-586-5522; choose Option 1, then Option 4.
- Each time you will need to access using your 9 or 10 digit Log In ID:
  - Your Log In ID consists of:
    - your one or two digit birth month
    - your four digit birth year
    - the last four digits of your SSNexample May 15, 1989 with a SSN of XXX-XX-1111 would be 519891111
- If this is your first attempt at accessing, you will need to set up your Personal Identification Number (PIN) by pressing the \* (start) button on your phone's keypad.
- To authenticate your identity and create your PIN, you will enter your full Social Security Number and Date of Birth:
  - XX-XX-XXXX
  - MM/DD/YYYY
- The system will then greet you and give you a list of options to choose from. After a successful log in, the call will route you to the Main Menu and play only the options for the account types that apply to you.

### MAIN MENU

(routes to Main Menu and plays only the options for the account types the member has)

Checking

Savings

Loan

Credit Card

Certificate

More Options

Representative

#### Checking Sub Menu:

If you have more than one account, the system will have you confirm which account you would like to access.

1. Balance
2. Withdrawals
3. Deposits
4. Transfer to Checking
5. Transfer from Checking
6. More Options
  1. Stop Payment (Transfers to Representative)
  2. Check Search (Check number & Amount)
  3. Dividend Information (YTD Dividend/Prior Year Dividend)

#### Savings Sub Menu:

If you have more than one account, the system will have you confirm which account you would like to access.

1. Balance
2. Withdrawals
3. Deposits
4. Transfer to Savings
5. Transfer from Savings
6. Dividend Information (YTD Dividend/Prior Year Dividend)

#### More Options Sub Menu:

1. Lost/Stolen Card
2. Transfer Funds
  1. Transfer **From** Checking/Savings/Loan
  2. Transfer **To** Checking/Savings/Loan
3. Certificate Rates
4. Order Checks
5. Change Your PIN
  1. Enter New PIN/Reset
6. Branch Locations and Hours
7. Set Up/Change Preferences
  1. Language, Voicing, Input Method

#### Loan Sub Menu & Credit Card Sub Menu:

If you have more than one account, the system will have you confirm which account you would like to access.

1. Loan/Credit Card Information
  1. Current/Available/Credit/Statement Balance
  2. Payment Due/Past Due Date & Amount
  3. Approximate Payoff Amount
  4. YTD Interest/Prior Year Interest
2. Payoff Amount
  1. Play Approximate Amount
  2. Transfer to Representative for Exact Amount
3. Make a Payment
  1. Transfer from Checking, Savings, Loan, Credit Card

#### Certificate Sub Menu:

If you have more than one account, the system will have you confirm which account you would like to access.

1. Balance
2. Dividend Information (YTD Dividend/Prior Year Dividend)
3. Maturity Date