

ISU Credit Union's Touch-Tone Teller

How to Reach Touch- Tone Teller

812-234-1004 (local)

800-863-1004

Instructions

Below is the phone menu for the ISU Credit Union Touch-Tone Teller. You will need a touch-tone phone to use this service. You will also need to know your Member Number and Personal Identification Number (PIN) when you call. Your PIN is set to the last four of the phone number you provided at account opening.

You will need to listen carefully to the prompts. All share accounts are identified as **S**, all loan accounts are identified as **L**, and all investment accounts are identified as **I**.

Common Accounts Lookups

S (Share) Type Accounts	L (Loan) Type Accounts	I (Investment) Type Accounts
S1 - Regular Share	L1 - New Auto	I3 - 3 Month Certificate
S2 - Special Savings	L4 - Used Auto	I6 - 6 Month Certificate
S5 - Money Market Savings	L16 - Unsecured	I12 - 12 Month Certificate
S8 - Share Draft (Checking)	L40 - Unsecured Line of Credit	I18 - 18 Month Certificate
S9 - eGreen Checking	L50 - Home Equity Line of Credit	I24 - 24 Month Certificate
S30 - Christmas Club		I36 - 36 Month Certificate
		I48 - 48 Month Certificate
		I60 - 60 Month Certificate

Touch-Tone Teller Phone Menu

Main Menu

➤ **1 - Inquiries**

- 1 – Specific Account Information
- 2 – Account Balances
 - 1 – S Type Balances
 - 2 – L Type Balances
 - 3 – I Type Balances
 - 4 – All Account Balances
 - * - Exit Menu
- 3 – Cleared Checks (Deposits & Withdrawals)
 - 1 – Cleared Checks
 - 2 – Deposits
 - 3 – Withdrawals
 - 4 – Specific Check
 - 5 – All History
 - * - Exit Menu

- 4 – Interest or Dividend Information
 - 1 – Interest/Dividend This Year Per Account
 - 2 – Last Dividend Paid Information
 - 3 – Interest/Dividend Last Year Per Account
 - * - Exit Menu
- 5 – Loan Information
 - 1 – Mortgage Information
 - 2 – Loan Information
 - 3 – Loan Payoff
 - * - Exit Menu
- 8 – Tax Information
 - 1 - Interest/Dividend This Year
 - 2 - Interest/Dividend Last Year
 - * - Exit Menu
- **2 – Transfers**
 - 1 – Transfer to Another Account
 - 2 – Transfer To or From An Account of Which You Are an Owner
 - * - Exit Menu
- **3 – Joint Member Inquiries**
 - 1 – Joint Specific Account Inquiry
 - 2 – Joint Cleared Check Information
 - 3 – Joint Deposit Information
 - 4 – Joint Withdrawal Information
 - 5 – Joint Specific Check Information
 - * - Exit Menu
- **4 – Other Services**
 - 1 – Change Password
 - 2 – Estimate Loan Payment
 - 3 – Report Stolen ATM Card
 - 4 – Report Stolen Credit Card
 - * - Exit Menu
- **5 – Re-enter Member Number**
- **6 – Loan Services**
 - 1 – Estimate Loan Payment
 - * - Exit Menu
- *** - End Call**