



Beaver Valley

Federal Credit Union

Beaver County's Community Credit Union

24 HOUR TELLER- PHONE TRANSACTION GUIDE

Call **724-847-3100** using a touch-tone phone.

Press 1 – Select an Account

Enter your account number, PIN and zipcode (each followed by the # sign)

Press 1 – Select an account

Savings – Checking – Loan
or Certificate

You will receive a menu based on your list of services (i.e. if you use all services – they will be listed 1 thru 4)

Enter your suffix

Refer to your statement for account suffixes (or listen for the list)

You will now hear a summary of information on the account you selected

Press 2 – More Details on the service you selected:

– Savings

Press 1 – All transactions
Press 2 – Deposits
Press 3 – Withdrawals
Press 4 – ACH & Payroll deposits

Press 5 – Last & YTD Interest

OR

– Checking

Press 1 – All transactions
Press 2 – Cleared checks
Press 3 – Deposits
Press 4 – Withdrawals
Press 5 – ACH & Payroll deposits
Press 6 – More Choices:
Press 2 – Specific Check Inquiry

OR

– Loans

Press 1 – All transactions
Press 2 – Last payment info
Press 3 – Next payment info
Press 4 – Last year's & YTD dividend

OR

– Certificates

Press 1 – Last year's & YTD dividend
Press 2 – List all transaction history

Press 3 – Transfer Money

Press 4 – Select Another Account

Press 2 – Transfer Money

Menu:

Press 1 – Transfer from account
Press 2 – Transfer to account
Press 3 – Withdrawal by check
Press 4 – Transfer to another member

Press 3 – All Account Balances

Menu:

Press 1 – Current balance
Press 2 – Available balance

Press 4 – More Choices

Menu:

Press 1 – Change PIN
Press 2 – Login another account

To access your account via 24 HOUR TELLER-PHONE



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- **Call 724-847-3100 using any touch-tone phone**
- Select from Menu Options 1 - 4
- Enter your account number, followed by the pound (#) sign
 - **MULTI-FACTOR AUTHENTICATION**
 - Enter your Authorization Code (PIN), followed by the pound (#) sign
 - Enter your ZIP Code, followed by the pound (#) sign
- Transactions and Inquiries can be easily performed **WITHOUT** the need of written instruction. **LISTEN CAREFULLY** and the “audio-response” prompts will guide you through the menu.

TIPS for using 24 HOUR TELLER-PHONE

- To return to the **PREVIOUS** menu, press pound (#)
- To **REPEAT** a menu, press star (*)
- For **SUFFIX** information, refer to your statement
- All monetary amounts must be entered **using an asterisk (*) as a decimal** (i.e. **\$25.00** would be entered as **25*00**)
- If you request a withdrawal, a **CHECK** will be **MAILED** to the address on file