

SmartLine OPERATING INSTRUCTIONS

1. From any touch-tone telephone, call *SmartLine* at 845-4122 or 1-800-837-6065. *SmartLine* will ask for your member number. Enter your entire member number followed by the “#” sign.
2. *SmartLine* will then ask for your four-digit personal access code. Enter that number followed by the “#” sign.
3. Next, *SmartLine* will ask for a Service Code. Enter “#” when you are finished.

*Account code number for use with SmartLine:

01 SAVINGS

02 CHECKING

04 IRA

Your Member Service Representative will help you assign other code numbers to the additional types of accounts you have.

SmartLine will request responses from your related to the particular service you have selected. This information can be entered with the keypad on your telephone.

Whenever dollar amounts are requested, they should always be entered in **dollars and cents without decimal points**. **Example: \$123.45 is entered as 12345**

SmartLine SERVICE CODES

<u>General Inquiries</u>	<u>Enter</u>
Account Activity (Deposits and Withdrawals)	7
Deposits to an Account	8
Withdrawals and other Debits	9
Savings Account Balance	11
Checking Account Balance	12
Checks Paid	13
Verify that a Specific Check has been paid	14
General Account Balance (have your account code* ready)	15
General Loan Balance (have your loan code* ready)	16
Dividends Paid on Account (have your account code* ready)	18
Interest Paid on Loan (have your loan code* ready)	19
<u>Check Withdrawals</u>	<u>Enter</u>
From Savings (to be mailed)**	31
From Savings (to be picked up at the credit union)	32
From Any Account (to be mailed)**	34
From Any Account (to be picked up at the credit union)	35

<u>Transfers</u>	<u>Enter</u>
From Savings to Checking	21
From Checking to Savings	22
Account to Account Transfer	27
Line of Credit to Account	28
Member to Member (must be set up on system)	29
Loan Payment from Savings	41
Loan Payment from Checking	42
Loan Payment from Any Account	45

<u>Rate Information & Other</u>	<u>Enter</u>
Savings Rates	51
Loan Rates	52
Change Personal Access Code	66
Repeat Last Response	80
End <i>SmartLine</i> Session	99
Cancel Transaction	*#

****For security purposes, checks are made payable to the primary member and mailed to the address in your file.**

If you need assistance or additional instructions for using *SmartLine*, please call (505) 845-6939 weekdays between 8:00 am and 3:30 pm