



SELF-SERVICE TELEPHONE BANKING GUIDE

DIAL
800.435.6500

Available 24/7

To confirm your identity,
enter your account number
and PIN.

PLEASE NOTE: Options will
depend on the services you
have on your account.

NAVIGATION TIPS

- Press 9 to return to the Self-Service Main Menu.
- Press 0 to reach a general Member Service Representative. Choosing the correct department or 4-digit extension may reduce the amount of hold time and the need for additional transfers.
- Use # and * to move forward/backward in transactions.
- When entering a transaction amount, enter dollars and cents as one continuous number, followed by the # sign (e.g. enter \$40.75 as 4075#).
- To confirm a successful transaction, do not disconnect until the system responds that the transaction has been completed.
- To opt out of texting, call 800.435.6500, then More Options, option 7.

CHECKING

1. Balance
2. Check History
3. Withdrawals
4. Deposits
5. Transfer to Account
6. Transfer from Account
7. Request a Check
8. More Options

SAVINGS

1. Balance
2. Withdrawals
3. Deposits
4. Transfer to Account
5. Transfer from Account
6. Request a Check
7. Interest Information

LOANS

1. Loan Information
2. Payoff
3. Make a Payment
4. Transactions

CREDIT CARD

1. Credit Card Information
2. Payoff
3. Make a Payment
4. Transactions

CERTIFICATE OR IRA

1. Balance
2. Dividend Information
3. Maturity Date

MORE OPTIONS

1. Report Card Lost/Stolen
2. Transfer Funds
3. Change Your PIN
4. Branch Location/Hours
7. Setup/Change Preferences



MEMBER SERVICE

TELEPHONE BANKING GUIDE

DIAL
800.237.7328

HOURS:
Monday - Friday 8 a.m. to 9 p.m.
Saturday 9 a.m. to 5 p.m. (ET)

TO SPEAK TO A MEMBER SERVICE REPRESENTATIVE:
Choose your service and select your next action.

PRESS 2
LOAN SERVICES

1. To Apply for a Loan
2. Status of a Loan Application
3. Make a Payment
4. Question on Title or Loan Changes
5. Question on Real Estate Loans
6. Check Status of a First Mortgage
7. Schedule an Appointment for a Mortgage Application
8. For All Other Loan Questions

PRESS 3
ONLINE & MOBILE BANKING

1. Login Issues
2. Online Deposits & Transfers
3. Billpayer
4. Other Online Questions

PRESS 4
CARD & ATM SERVICES

1. Report a Lost Card
2. Dispute a Transaction
3. ATM Services
4. Other Card Inquiries

PRESS 5
OTHER MEMBER SERVICES

1. Transfer Funds
2. Make a Payment
3. Checking Services
4. Certificates
5. Other Assistance

NAVIGATION TIPS

- Press 9 to return to the Main Menu.
- Press 0 to reach a general Member Service Representative. Choosing the correct department or 4-digit extension may reduce the amount of hold time and the need for additional transfers.
- Press the star * key in the Main Menu to enter a four-digit extension.

PSECU currently does not charge a fee for digital services. Message and data rates may apply.

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