



Member Telephone Service - *How To Use the MTS:*

Begin by calling (909) 882-6471 using a touch tone phone. Our MTS system will answer then ask you to enter your Member number.

1. Key in your Member number followed by #. You will end each entry by pressing the # sign on your phone.
2. Next, the automated voice will ask for your access code followed by the # sign.
3. You will now be asked to enter a service code. See the complete service code list below. Enter the service code followed by the # sign
4. Enter the appropriate sub account number (when required) followed by the # sign
5. Enter the dollar amount of your transaction (when required) followed by the # sign. Do not enter a decimal point (enter thirty dollars as 3000).

You may continue the session by entering another service code or end the session by entering 99 followed by the # sign or simply hanging up the phone.

Call 24 Hours A Day (909) 882-6471 or Toll Free (888) 413-4981	
08 Account Deposit Inquiry	32 Check Withdrawal From Shares (For Pickup)
09 Account Withdrawal Inquiry	34 Check (To Be Mailed)
11 Share Account Balance	35 Check (For Pickup)
12 Share Draft Account Balance	41 Loan Payment From Shares
13 Share Drafts Paid	42 Loan Payment From Share Draft
14 Drafts Paid	45 Loan Payment
15 General Account Balance	51 Savings Rate Quotation
16 General Loan Balance	52 Loan Rate Quotation
17 General Drafts Paid	53 Loan Amortization Inquiry
18 Dividend Paid on Account	65 Reorder Checks
19 Interest Paid on Loan	66 Change Access Code
21 Transfer Shares to Share Draft	67 Stop Payment Order
22 Transfer Share Draft to Shares	68 Report a lost or stolen card
25 Transfer Line-of-Credit to Shares	69 Activate a card
27 Account to Account Transfer	70 Receive Voice Mail Messages
28 Loan To Account Transfer	80 Repeat Last Response
29 Cross-Member Transfer	81 Speak Service Code Menu
31 Check Withdrawal From Shares (To Be Mailed)	99 End Session

For security purposes, we recommend that you change your personal access code every six months. For more information, contact us at: **909-882-2911**