



Important TeleDirect Notice to Members

Our TeleDirect 24-hour phone banking system has been updated! Please listen carefully when you call as the menu options have changed.

TeleDirect helps make your financial management easier and convenient. Obtain your checking or savings account balances, make loan payments, transfer funds, place a stop payment, and more!

How to use TeleDirect

- Dial: 800-426-9757
- TeleDirect's default is touch tone. Press 8* to use speech recognition.
- Follow the menu prompts.
- Enter your member number and access code.

New users: In order to verify your identity, the first time you call in you will need to enter your account number, followed by your Social Security number. You will then be prompted to register a Personal Identification Number (PIN) for future verification and access to account details on TeleDirect.

Quick Tips

- Press 3 and the * key to return to the main menu.
- Press the * key to return to the previous menu.
- Press the # to repeat an option.
- Press the 9 and the * key to enter a different account number.
- To end your TeleDirect call, you do not have to log out; you may simply hang up.



www.membersalliance.org

Press or Say

1

Balance

on Checking, Savings, Loans, Credit Cards, Club Accounts, Money Markets, Certificates, or IRAs.

Select the appropriate account type for current balance information.

Press or Say

2

History

on Checking, Savings, Loans, Money Markets, Club Accounts, Certificates, or IRAs.

Checking History

- Last five transactions
- Search by check#
- Search by amount
- Search by all transactions
- Search by deposits
- Search by withdrawals

Savings History

Loan History

Money Market, Club Account, Certificate, or IRA history

Press or Say

3

Transfer funds

between accounts or make a loan payment.

Press 1 to transfer funds immediately
Press 2 to make an immediate payment

Press or Say

4

Share or loan withdrawal

from checking, savings, line of credit, or money market.

Withdrawals are issued as Official Checks and mailed to the primary member's listed address.

Press or Say

5

Card services

allows for real time card activation or deactivation.

Press 1 to activate a card
Press 2 to report a card lost or stolen

Press or Say

6

Stop payments

on transactions or review stop payment activities.

Press 1 to stop a payment
Press 2 for stop payment inquiries

Press or Say

7

Change your access code

allows you to update your code.