TELEDirect

TeleDirect is an audio response system directly interfacing with your account at MembersAlliance Credit Union. It allows you to communicate with your accounts to request information, transfer funds, calculate loan payments, or even request funds be mailed directly to your home. This service is available to members 24 hours a day, 7 days a week.

TeleDirect is only accessible through a touch tone phone.
To use TeleDirect, you will need:
- **your PIN number**
- **your account number**
- **your account types**

TO START: CALL TELEDIRECT ANYTIME TOLLFREE AT **800-426-9757**

TeleDirect will greet you and ask you to choose from the **Main Menu Options**:

KEY TERMS

ACCOUNT NUMBER	A one to nine-digit number representing your membership at MembersAlliance Credit Union
SHARE ID	A three-digit suffix representing a specific type of deposit account i.e. checking, savings, cd, etc.
LOAN ID	A three-digit suffix representing a specific type of loan account i.e. auto, mortgage, etc.
PASSWORD	A four-digit number used as a private unique identification number (PIN)
POUND SIGN	The key or button on your touch tone phone signified by the # symbol. Some times used to affirm information entered on TeleDirect.
ASTERISK	The key or button on your touch tone phone signified by the * symbol. Some times used to affirm information entered on TeleDirect.

MAIN MENU OPTIONS

1	*For Balance Inquiries*
2	*For History Inquiries*
3	*For Withdrawals (by check)*
4	*For Transfers*
5	*For Checking Information*
6	For Loan Information
7	For Information on your Credit Card
8	To make a Credit Card Payment
9	For additional options
*	To end the call

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1. BALANCE INQUIRY MENU - choose from the following options:

OPTION 1	*For balances on all Shares*
OPTION 2	*For balances on all Loans*
OPTION 3	*For balances on a specific Share - you will need to enter the three-digit specific Share ID desired*
OPTION 4	*For balances on a specific Loan - you will need to enter the three-digit specific Loan D desired*
#	Go to Previous Menu
*	To end the call

2. HISTORY INQUIRY MENU - choose from the following options:

OPTION 1	*For last deposit*
OPTION 2	*For last Payroll deposit*
OPTION 3	*For Share History - you will need to enter the three-digit specific Share ID desired*
OPTION 4	*For Loan History - you will need to enter the three-digit specific Loan ID desired*
OPTION 5	*For Deposit history*
OPTION 6	*For Recent Transaction Activity Menu*

choose 1 for recent checking history
choose 2 for recent ATM history
choose 3 for recent ACH history
choose 4 for recent payroll history
choose 5 for recent loan payment history
choose 6 for recent debit card history
choose 7 for recent credit card history
choose 8 for recent POS transactions history

#	Go to Previous Menu
*	To end the call

3. WITHDRAWAL MENU - choose from the following options:

OPTION 1	*Share Withdrawal (by check) - you will need to enter the three-digit specific Share ID desired*
OPTION 2	*Loan Advance - you will need to enter the three-digit specific Loan ID desired*
#	Go to Previous Menu
*	To end the call

4. TRANSFERS MENU - choose from the following options:

OPTION 1	*For Share to Share transfer - you will need to enter the three-digit specific Share ID desired*
OPTION 2	*For Share to Loan transfer - you will need to enter the three-digit specific Share ID & Loan ID desired*
OPTION 3	*For Loan to Share transfer - you will need to enter the three-digit specific Loan ID & Share ID desired*
#	Go to Previous Menu
*	To end the call

5. CHECKING INFORMATION MENU - choose from the following options:

OPTION 1	*Checking balance*
OPTION 2	*Check Number Inquiry*
OPTION 3	*Checking History*
OPTION 4	*Check copy request*
OPTION 5	*Check Stop Payment*
OPTION 6	*Check Reorder*
OPTION 7	*Check Number range*
#	Go to Previous Menu
*	To end the call

6. LOAN INFORMATION MENU - choose from the following options:

OPTION 1	*Loan Balance on a specific loan - you will need to enter the three-digit Loan ID desired*
OPTION 2	*For Balances on all Loans*
OPTION 3	*For Loan Payment Inquiry- you will need to enter the three-digit specific Loan ID desired*
OPTION 4	*For Loan Payment history - you will need to enter the three-digit specific Loan ID desired*
OPTION 5	*For Loan Payoff as of today's date - you will need to enter the three-digit specific Loan ID desired*
OPTION 6	For Loan Advance total
OPTION 7	For Mortgage Loan inquiry
OPTION 8	To Make a Mortgage payment
#	Go to Previous Menu
*	To end the call

9. ADDITIONAL OPTIONS MENU - availability of some options may vary

a free member service provided by **MembersAlliance** CREDIT UNION