

Nice Touch Plus[®]

413-499-7233, 413-236-4007, or toll free at: 866-575-6423

Insured by NCUA

With this convenient service and a telephone, you can perform your transactions whenever you want, wherever you are. You can access your accounts 24 hours a day, 365 days a year!

For account information press.....1

For deposit and loan rates press.....2

To report a Lost or stolen debit card press...3

For check verification press.....4

For debit card activation press.....5

For our locations and business hours press 6

To end this call press 9 or hang up

At any menu during this call press zero to speak to a Member Service Representative

To repeat this menu press #

1 Account Information - enter member number followed by #; please enter you PIN followed by #

1 To use the speech option

2 Checking information

1 Current balance and last deposit

2 Review transactions

- 1 Most recent checks
- 2 Most recent deposits
- 3 Recent transactions
- 4 Pending transactions
- 5 Specific check
- 6 Checking transactions and checks by date range

3 Transfer funds (no decimal required i.e. \$1.00=100 on the dial pad)

- 1 To transfer from checking to checking
- 2 To transfer from checking to savings
- 3 To transfer from savings to checking
- 4 To transfer from savings to savings

4 Make a Payment (no decimal required i.e. \$1.00=100 on the dial pad)

- 1 For loan payments from checking
- 2 For loan payments from savings
- 3 Payoff loan from checking
- 4 Payoff loan from savings

5 Interest information

6 Stop payments

- 1 Specific check
- 2 Range of checks

7 To inquire about other accounts or change PIN

3 Savings information

1 Current balance and last deposit

2 Review transactions

- 1 Most recent withdrawals
- 2 Most recent deposits
- 3 All transactions posted
- 4 Pending transactions
- 5 Transactions by date range

3 Transfer funds (no decimal required i.e. \$1.00=100 on the dial pad)

- 1 To transfer from checking to checking
- 2 To transfer from checking to savings
- 3 To transfer from savings to checking
- 4 To transfer from savings to savings

4 Make a payment (no decimal required i.e. \$1.00=100 on the dial pad)

- 1 For loan payments from checking
- 2 For loan payments from savings
- 3 Payoff loan from checking
- 4 Payoff loan from savings

5 Interest information

6 Select another account or change PIN

4 Loan information

1 Current balance and/loan payment

2 To review transactions

3 For loan payoff information

4 For interest information

5 To transfer funds (no decimal required i.e. \$1.00=100 on the dial pad)

- 1 Checking to checking
- 2 Checking to savings
- 3 Savings to checking
- 4 Savings to savings

6 Loan payments (no decimal required i.e. \$1.00=100 on the dial pad)

- 1 For loan payments from checking
- 2 For loan payments from savings
- 3 Loan payoff from checking
- 4 Loan payoff from savings

7 Select another account or change PIN

5 Change PIN

6 Receive check in the mail

1 From checking

2 From savings

- 2 For deposit and loan rates
- 3 To report a lost or stolen debit card
- 4 For check verification
- 5 For debit card activation
- 6 For our locations and business hours
- 9 To end call
- 0 To speak to a Member Service Representative