

MoneyWorks Audio Teller Guide

800.248.9101

Throughout Audio Teller, you will encounter the need to enter a suffix number. The last two to four digits of your account number identify your account type (ex. savings, checking ect.) and is also known as your suffix. You can find these numbers on your statement, in online banking or in your mobile banking app.

Primary Functions	Code
Access your account.....	press 1
Merchant verifying funds.....	press 2

Available On All Menus

Speak with a credit union representative.....	press 0
Go back to previous menu	press #
End your call.....	press *

Press 1

For the Account Access Main Menu
Enter your account number, followed by the # sign.
Enter your personal ID number, followed by the # sign.

NOTE: First-time users, the audio system prompts you to choose your personal ID number (PIN).

Account Access Main Menu

Obtain account balances.....	press 1
Transfer funds, make loan payments, and request check withdrawal.....	press 2
Obtain account history.....	press 3
Obtain checking information.....	press 4
Obtain loan information	press 5
Year to date information	press 6
Change preferences menu	press 7

From Account Access, Press 1

For the Balance Inquiry Menu

On specific savings, checking, or certificates	press 1
On specific loans	press 2
On all savings	press 3
On all loans	press 4

From Account Access, Press 2

For the Transfer Menu

Transfer funds between savings and checking	press 1
Loan payment from savings or checking	press 2
Request check by mail	press 3
Loan to savings transfer.....	press 4
Loan to checking transfer.....	press 5

From Account Access, Press 3

For the History Inquiry Menu

On savings, checking or certificates	press 1
On loans.....	press 2
Verify last payroll deposit.....	press 3
Verify last deposit.....	press 4
Obtain deposit history.....	press 5
Other transaction history	press 6

From Review Recent Transaction History

Review ATM history	press 1
Review ACH history	press 2
Review debit card history.....	press 3
Review payroll history.....	press 4
Review loan payment inquiry	press 5

From Account Access, Press 4

To Obtain Checking Information

Obtain checking account balance.....	press 1
Verify that a check has cleared.....	press 2
Checking account history	press 3
Check copy request	press 4
Check stop payment.....	press 5

From Account Access, Press 5

To Obtain Loan Information

Obtain specific loan balance.....	press 1
Obtain balances on all loans.....	press 2
Obtain loan payoff.....	press 3
Obtain loan payment history	press 4
Loan payment inquiry.....	press 5

From Account Access, Press 6

To Obtain Year-to-Date Information

Dividend information	press 1
Interest information	press 2
IRA contributions	press 3

From Account Access, Press 7

For the Change Preferences Menu

Change account	press 1
Change access code	press 2
Change between menu and expert mode	press 3
Change number of history transactions in a group.....	press 4
Change the language	press 5

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Press 1 for Account Access

Enter your account number, followed by the # sign.
Enter your personal ID number, followed by the # sign.

To Access Expert Mode from Menu Mode

1. From the Account Access Main Menu, press 7 to access the Change Preferences Menu.
2. From the Change Preferences Menu, press 7 to access Expert Mode.
3. Press 1 to process.

From Any Menu	Code
Speak with a credit union representative.....	press 10#
End your call.....	press 2#
Access list of service codes	press 99#

Obtain Account Balances

Obtain account balances on specific savings, checking, or certificates	press 11#
Obtain account balances on specific loans.....	press 12#
Obtain account balances on all savings	press 13#
Obtain account balances on all loans	press 14#

Transfer Funds / Request Check

Transfer funds between savings & checking	press 21#
Transfer funds from savings or checking to loan	press 22#
Request a check withdrawal by mail	press 23#
Transfer funds from loan to savings	press 24#
Transfer funds from loan to checking	press 25#

Review Account History

On savings, checking, certificates	press 31#
On loans.....	press 32#
Verify last payroll deposit.....	press 33#
Verify last deposit.....	press 34#
Obtain deposit history.....	press 35#
Review ATM transactions	press 81#
Review electronic deposits or withdrawals.....	press 82#
Review debit card transactions	press 83#
Review payroll transactions	press 84#

Obtain Checking Information

Obtain checking account balance.....	press 41#
Verify check has cleared	press 42#
List checks cleared	press 43#
Request a check copy.....	press 44#
Stop payment on a check.....	press 45#

Obtain Loan Information Service Codes

Obtain specific loan balance.....	press 12#
Obtain balances on all loans.....	press 14#
Obtain loan payoff.....	press 53#
Obtain loan payment history	press 54#
Obtain amount and date of next payment.....	press 55#

Obtain Year-to-Date Information

Obtain dividend paid information on savings, checking, or certificates	press 61#
Obtain interest paid information on loans	press 62#
Obtain total IRA contributions	press 63#

Change Preferences Menu

Change account	press 71#
Change personal ID number	press 72#
Change between Menu and Expert Mode	press 77#
Change transaction history count	press 78#
Change the language	press 79#

Routing and Transit Number:
272078365

Get Michigan First Mobile, an even easier way to bank from your cell phone. Find out more at MichiganFirstMobile.com