

Getting Started on the Access Line

To utilize the Access Line services please contact Yolo FCU during business hours to obtain your temporary Personal Identification Number (PIN). This temporary PIN will be used during your initial call to allow you access to update and change your PIN with your NEW desired password. Your new password can be any combination of numbers and must be 6-10 digits in length. Once entered, this new password will replace your temporary and will be your key to the Access Line phone services.

To get connected to the Access Line call (530) 669-6363 and have your account number and temporary PIN ready.

You will hear:

Welcome to your Credit Union's Voice Response System. You will need a touchtone telephone to use this system.

Press:

- 1 English
 - 2 Spanish
-
- 1 To Check Current Rates
 - 2 To enter your member number and use additional functions
 - 3 If you are a merchant calling verifying funds
 - 4 To transfer to a member service representative

To Select a Permanent Password (PIN)

- 1 Select option 2 to establish your Access Line Account.
- 1 Enter your account number and the first two letters of your last name. For the letters Q and Z use zero.
- 1 Enter your temporary PIN followed by the # key.
- 1 Enter desired password (PIN) followed by the # key.
- 1 Re-enter your password (PIN) followed by the # key.
- 1 Your password (PIN)* has been updated-please make a note of it.

**Always safeguard your PIN number.*

Other Services Available at Yolo Federal Credit Union

- ATM/VISA® Debit Card
- Payroll Deduction
- Direct Deposit
- Automatic Transfers
- Safe Deposit Boxes
- Free Bill Paying Service
- Wire Transfers
- Travelers Cheques
- Money Orders
- Cashiers Checks
- Notary Public
- PC Banking
- Free Informational Workshops
- Foreign Currency Service
- VISA® Gift Cards

Woodland Offices

266 West Main Street
Woodland, CA 95695
(530) 668-2700

465 Pioneer Avenue
Woodland, CA 95776
(530) 668-6080

Woodland Memorial
Hospital (ATM)
1325 Cottonwood Street
Woodland, CA 95695

Davis Offices

2171 Cowell Blvd, Ste. A
Davis, CA 95618
(530) 297-6700

626 G Street
Davis, CA 95616
(530) 753-9746

West Sacramento Office

815 Harbor Boulevard
West Sacramento, CA 95691
(916) 371-6179

Winters (ATM)

47 Main Street
Winters, CA 95694

Toll Free

(877) YOLO-FCU

Access Line

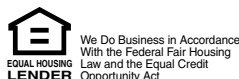
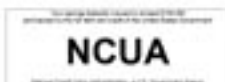
(530) 669-6363

Home Page

www.yolofcu.org

The Access Line

Convenience by phone.



Se Habla Español



Yolo Federal Credit Union®

Discover the Local Difference!™

Rev. 8/06

Access Line Reference Guide

Calling the Access Line

For first time users, refer to the back panel labeled, "Getting Started".

Step 1- Dial (530) 669-6363

For English Press **1**

For Spanish Press **2**

Step 2 - Select Options

1 Check Current Rates

- 1 Savings and checking rates
- 2 Loan Rates
- 3 Certificate rates
- * To exit (back to Main menu)

2 Enter Your Member Number And Use Additional Functions

Enter your member number and first two letters of your last name followed by the pound (#) sign. For the letters Q and Z use zero.

Now enter your Personal Identification Number (PIN)* followed by the pound (#) sign.

3 If You Are A Merchant Verifying Funds

4 Transfer To A Member Services Representative

*** End Call**

Using the Access Line

1 For Inquiries

1 Specific account information
(enter account type code such as 71 for S1 regular share account)

2 Account Balances

- 1 Savings and Checking
- 2 Loan Balances
- 3 Certificate Balances
- 4 All Account Balances
- * Exit This Menu (back to the Inquiries menu)

3 Cleared Checks, Deposits, and Withdrawals

- 1 Cleared Check Information
- 2 Deposits Made
- 3 Withdrawals Made
- 4 Specific Check Information
- 5 All Transaction History
- * Exit This Menu (back to the Inquiries menu)

4 Interest or Dividend Information (enter account Type)

- 1 Interest/Dividends for this year on an account
- 2 Date/Amount of the last dividend paid
- 3 Interest/Dividends for last year on an account
- * Exit This Menu (back to the Inquiries menu)

5 Loan Information

- 1 Loan Information (balance, payment, next due, past due)
- 2 Loan Payoff
- * Exit This Menu (back to the Inquiries menu)

6 Payroll Information

7 Tax Information

- 1 Interest, Dividends, and Tax Withholding for this year
- 2 Interest, Dividends, and Tax Withholding for last year
- * Exit This Menu (back to the Inquiries menu)

2 Transfer Funds

- 1 Transfer to Another Account
- 2 Transfer to Another Member's Account
- 3 Transfer From Joint Member's Account
- 4 Transfer From a Joint Member's Account to Another Joint Member's Account
- * Exit This Menu (back to the Main menu)

3 Withdraw Funds

- 1 Request a Check for Yourself
- * Exit This Menu (back to the Main menu)

4 Loan Services

- 1 Check Current Rates
- 2 Estimate a Loan
- * Exit This Menu (back to the Main menu)

5 Other Services

- 1 Change Your Password
- 2 Estimate a Loan
- 3 Stop Payment on 1 or more check(s)
- 4 Request copies:
 - 1 Statement
 - 2 Loan Application Form
 - 3 Exit from menu
(back to the Other Services menu)
- * Exit This Menu (back to the Main menu)

6 Enter a Different Member Account

7 Joint Member Inquiries

- Enter Authorized Member Number
- 1 Specific Account Info. on a Joint Member's Account
 - 2 Cleared Check Info. on a Joint Member's Account
 - 3 Deposit Info. on Joint Member's Account
 - 4 Withdrawal Info. on a Joint Member's Account
 - 5 Specific Check Info. on a Joint Member's Account
 - * Exit This Menu (back to the Main menu)

8 Bill Pay Services

- 1 **Inquire on All Bill Payment History.** Read entries in the payee's history beginning with the most current entry.
- 2 **Inquire on Scheduled Payments.** Will confirm whether an individual payment (or all payments) is scheduled to be paid.
- 3 **Request or Alter a Payment.** This allows you to setup or alter a manual bill payment by entering the payment date, amount, and withdrawal account.
- 4 **Stop Bill Pay Service.** Deletes all payees and stops bill pay service.
- * Exit This Menu (back to the Main menu)

9 Transfer to a Member Services Representative

*** End Call**