

P.A.T.T. TELEPHONE BANKING



Our free Telephone Banking makes it easy and convenient to manage your 1st CCU accounts. Hear your balances, make loan payments, transfer funds, and more!



QUICK TIPS: (effective February 28th)

Press 2 at the beginning of the call or 8* during the call to use Speech Response rather than Touchtone

Press 3* or say Main Menu to return to the main menu

Press 0 or say Operator to be transferred to a desk at 1st CCU during business hours

To end the call at any time simply hang up

Press 1 or say "Account Balance"

Press 2 or say "Account History"

Press 3 or say "Hear ACH Transactions"

Press 4 or say "Transfer Funds Or Make A Payment"

Press 5 or say "Report Your Card Lost or Stolen"

Press 6 or say "Change My PIN"

Call P.A.T.T.!

- Call 1-866-876-7288 to access the P.A.T.T. system
- Select an option from the Main Menu
- Enter your 8-digit Account Number
- Enter your PIN*
- Follow the navigation the prompts

* If you were an active P.A.T.T. user enter the PIN you used in the old system.

If you were not an active P.A.T.T. user try entering the last 4 digits of your social security number as your PIN.

(Note: If the last 4 of your SSN starts with a zero, change the zero to a 1)

If you were never set up for P.A.T.T. Telephone Banking prior to the Computer Upgrade the new system will prompt you to enter your full social security or Tax ID number.

Contact 1st CCU if you need assistance.

New Features:

- Hear Pending ACH Transactions that are scheduled to post to your account.
- Make immediate funds transfers or schedule recurring transfers.
- Transfer to another 1st CCU member's account**

**This option will make transfers to family members convenient!
NOTE: You must know the member's account number and you must know which 4-digit account ID to transfer into.

An Account ID number is two zeros followed by the two-digit number assigned to each of the suffixes within your account.

Examples: Primary Share ID = 0000

Ultimate Savings ID = 0050, 0051, 0052

Christmas Club ID = 0055

Checking ID = 0070 or 0071

