

## MCU On-Call Information

Thank you for call Mountain Credit Union's MCU On-Call. You may also visit us online at [www.mountaincu.org](http://www.mountaincu.org). For help at anytime just say help. What would you like to do?

You may say:

Account Information or press 1

Loan Information or press 2

Used Vehicle Book Values or press 3

Hours and Locations or press 4

Take the Satisfaction Survey or press 5

Merchant Services or press 6

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### **If Account Information**

Say or enter your account number

Say or enter your authorization code

If you know a transaction code enter it now, or you may say:

Account Balance, or press 1

What is the account type? You may say...

Savings or press 1 (what is the suffix)

Checking or press 2

Money Market or press 3

Loan or press 4

Certificate or press 5

Account History, or press 2

What is the account type? You may say...

Savings or press 1 (what is the suffix)

Checking or press 2

Money Market or press 3

Loan or press 4

Certificate or press 5

Which would you like? You may say...

All transactions or press 1

Deposits only or press 2

Withdrawals only or press 3

Transfer Funds, or press 3

Which would you like? You may say

Transfer between suffixes between the same account, or press 1

Account to account transfer, or press 2

Return to previous menu, or press 9

Make a Loan Payment, or press 4

What is the account type to transfer funds from? Please indicate...

Savings or press 1 (what is the suffix)

Checking or press 2

Money Market or press 3

Loan or press 4

## MCU On-Call Information

Checks Cleared, or press 5

Which would you like? You may say...

Enter a check number or press 1

Hear last five checks cleared or press 2

Withdrawal Funds, or press 6

What is the account type to w/d funds from?

Savings or press 1 (what is the suffix?)

Checking or press 2

Loan or press 4

Other Transactions, or press 7

Please tell us the transaction type, you may say:

Stop Payment on a check or press 1

Loan Payoff or press 2

Change PIN number or press 3

Dividends Paid or press 4

Interest Paid or press 5

Reg D Transactions or press 6

Place a withdrawal restriction or press 7

Return to the previous menu or press 9

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### If Loan Information

Which would you like? You may say...

Autos, Recreational Vehicles, Boats and Motorcycles or press 1,

You have selected...What would you like to do? You may say...

Loan Information or press 1

Apply for a Loan or press 2

Hear Interest Rates or press 3

Calculate Payments or press 4

Select another product or press 9

Personal Loans or press 2,

Overdraft or Line of Credit or press 3,

Share Secured Loans or press 4,

Unimproved Property or press 5,

Mortgage or HE or press 6,

Which would you like? You may say...

Mortgage Refinance or press 1,

Equity Loan or press 2,

Mobile Homes with property or press 3,

Mobile Homes without property or press 4,

Select another product or press 9,

Return to Previous Menu