



Member Access... On the Phone

Please note there's a new phone number: **1-866-934-0330**

- To log in the first time, please use your FULL Social Security Number
- You will then be prompted to immediately change your password
- See below for the full phone “menu” and the various options for your accounts

If you have any questions or problems with *Member Access On the Phone*, please contact us at 715-392-0300

Most Commonly Used Main Menu Options

No computer available? Use your phone to access your account!

Use Metro Credit Union's Member Access for immediate access to your accounts - 24 hours a day/365 days a year

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Member Access 866-934-0330

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AFTER THE AUTOMATED GREETING...

- Enter your **Member Account Number** followed by the # sign
- Enter your full **Social Security Number** followed by the # sign
You will only enter your Social Security Number the first time you use this service.
- You will then be prompted to enter your desired **Personal Identification Number (PIN)** followed by the # sign.
It must be between four and ten characters and cannot begin with a 0 (zero)
- You will be asked to enter this twice
On all subsequent phone calls, this is the number you will enter after your member number

To enter the main menu, use this chart

ACCOUNT REFERENCE GUIDE - FOR COMMONLY USED ACCOUNTS

Silver Lining Savings.....S1	New & Used Vehicle Loans.....L1, L2, L3,L4
Checking.....S10	Home Improvement Loan.....L10
Life Savings.....S98	Personal Loans.....L16, L17
Special Purpose Savings.....S4	6 - Month Term Share.....I2
Youth Savings.....S2	12 - Month Term Share.....I3
Christmas Club.....S25	24 - Month Term Share.....I5

Transfers

PRESS
1

...then press

- 1 Transfer to Another Account
- 2 Transfer from Joint Member
- 3 All History
- * Exit Menu

Inquiries

PRESS
2

...then press 1 for **Account Balances**, enter

- 1 "S" type Balances (S = Savings & Checking accounts)
- 2 "I" type Balances (I = Investments, such as term shares & IRA's)
- 3 "L" type Balances (L = Loans)
- 4 All Account Balances
- * Exit Menu

or press 2 for **Cleared Checks, Deposits & Withdrawals**, enter

- 1 All Account Balances
- 2 Cleared Checks
- 3 Withdrawals
- 4 Deposits
- 5 Specific Check
- 6 All History
- * Exit Menu

or press 3 for **Loan Information**, enter

- 1 Loan Information
- 3 Loan Payoff
- * Exit Menu

or press 5 for **Interest or Dividend Info**, enter

- 1 Last Dividend Paid Info
- 2 Interest Dividend THIS Year
- 3 Interest Dividend LAST Year
- * Exit Menu

Other Services

PRESS
3

...then press

- 1 Change Password
- 2 Order New Checks
- 3 Current Rates from Table
- 4 Report Stolen ATM
- 5 Report Stolen Debit Card
- * Exit Menu

All Account Balances

PRESS
4

All History

PRESS
5