TELEPHONE BANKING

Unlimited Access to your Account(s) Any Time, Any Place, 24 hours a day, 7 days a week.

Dial (800) 248-3336, select English or Spanish, and sign on to your Membership. Listen to the options to get account balances, transaction information, transfer funds, make payments and much more. Use the phone tree below for assistance.

Press 1
Account Balance

- **Press 1** Checking Account
- **Press 2** Savings Account
- **Press 3** Loan Account

Press 2
Hear Account History

- **Press 1** Account History
- **Press 2** ACH Transactions
- **Press 3** Non-Sufficient Funds Details

Press 3
Funds Transfer & Payments Menu

- **Press 1** Transfer Funds Immediately
- **Press 2** Immediate Cross Account Transfer
- **Press 3** Schedule Funds Transfer
- **Press 4** Schedule Cross Account Transfer
- **Press 5** Delete Existing Transfer
- **Press 6** Payments Menu

Press 4
Card Services

- **Press 1** Activate A Card
- **Press 2** Deactivate or report a card lost or stolen
- **Press 3** Reorder Card
- **Press 4** Card Services

Press 5
Credit Union Location and Hours

Press 6
Merchant Check Verification

- You will be asked to enter the account number that appears on the check

Press 7
Place Check Stop Payment

- **Press 1** Place A Specific Stop Payment
- **Press 2** Check Range

Press 8
Stop Payment Inquiry

Press 9
More Options

- **Press 1** Log in to a different account
- **Press 2** Change PIN

Not a current Telephone Banking user? Not a problem.

After selecting one of the phone tree options, you will be asked to enter your account number. If you have never logged into Telephone Banking, you will be asked to enter your social security number or tax ID. You will then be asked to create your new 4 digit to 8 digit PIN number. You will need to verify the new PIN number and continue on the phone tree. If you are in need of assistance, you can call our Contact Center at (800) 221-3311.

VALLEY STRONG CREDIT UNION

Grow Your Possibilities

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