

Call-A-Teller (CAT) Operating Instructions

CAT can be accessed by using a touch tone telephone. If calling from the Virginia Peninsula area dial 886-3365 or if outside the area dial 1-800-758-0266.

A Few Important Things To Remember:

1. After entering any information (PIN, account number, etc.), you must also hit the pound sign (#).
2. The asterisk sign (*) is used to denote a decimal.
3. To verify information when asked press 9# for yes and 6# for no.
4. Help is available by pressing 99#.

Operating Instructions:

1. Call CAT.
2. Enter your account number followed by the # sign. (You must use your base account number as it appears on your statement.)
3. Enter your Personal Identification Number (authorization code) followed by the # sign. You may change your Personal Identification Number (PIN) at any time by using code 746.
4. Enter your transaction code from the list below followed by the # sign.
5. Enter your dollar amount and the # sign.
6. Verify information by pressing 9# for yes and 6# for no.
7. Terminate call with the * and # sign.

Suffix Number Information:

Share Account	0
Checking Account	6
Christmas Club Account	1
Vacation Club Account	2
Auto Savers Club Account	3
Check your statement for loan and certificate numbers.	

Transaction Codes:

Checking Balance Inquiry	34	
Share Balance Inquiry	74	
Certificate Balance Inquiry	24	
Loan Balance Inquiry	54	
Loan Payoff Amount	576	
Checking Withdrawal Request	39	} check will be mailed
Share Withdrawal Request	79	
Checking Inquiry		
last 5 deposits	533	
last 5 withdrawals	534	
last 5 transactions	58	
specific check number	364	
Share Inquiry		
last 5 deposits	573	
last 5 withdrawals	579	
Loan Advance	52	
Calculate Loan Amortization	252	
ATM Transaction Inquiry	284	
Loan to Share Transfer	587	
Share to Loan Transfer	785	
Share to Share Transfer	787	
<i>(Savings to Checking or Checking to Savings)</i>		
Last Dividend Amount	532	
Prior Year to Date Dividends	793	
Prior Year to Date Interest	794	
Year to Date Dividend	933	
Year to Date Interests	934	
Transaction Code Menu	99	
Change or Modify PIN	746	
Stop Payment Inquiry	774	
Hang-up	*#	