

Call-A-Teller (CAT) Expert Mode Directions



CAT can be accessed with any touchtone phone

Directions

1. Call CAT - 757-886-3365 OR 800-758-0266
2. To continue in English press (1), Spanish press (2)
3. For Automated Account Information press (1)
4. Enter your account number followed by the # sign
5. Enter your access code followed by the # sign
6. Enter your service code followed by the # sign

Service Transaction Codes

- Checking Information - 34
- Savings Information - 74
- Loan Information - 54
- Certificate Information - 24
- Recent deposits - 533
- Recent withdrawals - 534
- Check number inquiries – 364
- Check Number range inquiries - 365
- ATM transaction Inquiry – 284
- Recent ACH Transactions - 523
- Loan Advance - 52
- Checking Withdrawal Request - 39
- Savings Withdrawal Request - 79
- Member to member transfer (with different account #) - 282
- Savings to Loan transfer – 785
- Checking to Loan transfer– 375
- Loan to Savings transfer – 587
- Loan to Checking transfer - 573
- Checking to Savings Transfer - 377
- Savings to Checking Transfer - 783
- Year to Date Dividends Paid- 933
- Year to Date Interest Paid- 934
- Change or Modify PIN - 746
- Stop Payment Inquiry – 774
- Change Interaction Mode - 999

Account ID

- Share Account - 0
- Checking Account - 6
- Christmas Club Account - 1
- Vacation Club Account - 2
- Auto Savers Club Account - 3
- Money Market Account - 4

Review your statement for loan & certificate account id numbers