

Call Anytime

When Telephone Banking answers, enter your account number followed by the pound sign (#), then enter your Access Code and the (#) sign.

You will enter Telephone Banking in the MENU MODE and may conduct any of your transactions or inquiries by following the verbal instructions and choosing the appropriate options. If you wish, you may switch to an EXPERT MODE that permits you to go directly to specific transactions or inquiries without going through the menu options. To do this, select Additional Options (7) under MENU MODE, then select Change Preferences (2) and choose Change to Expert Mode (2).

Telephone Banking will ask you for the appropriate account ID if you have two or more accounts of the same type. ID numbers (formerly called account suffixes) can be found on all statements and receipts. You may wish to record your ID numbers here:

Account Type	
Membership	0
Plan Ahead Savings	_____
Money Market	6
Spending Account	7
Certificate ID	_____
Loan ID	_____
Loan ID	_____
Loan ID	_____
Loan ID	_____
Access Numbers	

Local: 865.687.3922

Toll-Free: 800.261.0290

MENU MODE

Enter the number that matches the transaction of your choice anytime during the message. You will need to enter the pound sign (#) when prompted by the system.

Balance Inquiry Menu 1	Transfers 4	Loan Information 6
Savings1	Savings to Checking ...1	Loan Pymnt Inquiry1
Checking2	Checking to Savings ...2	Loan Payoff Amnt2
Share3	Share to Share3	Loan Pymnt History ...3
Loans4	Loan to Checking4	Loan Balance4
	Loan to Share5	
History Inquiry Menu 2	Savings to Loan6	Additional Options7
Last Payroll Deposit1	Checking to Loan7	Year-to-Date Info 1
Last Deposit2	Share to Loan8	Dividends
Share History3		(Previous & Current Year)1
Deposit History4	Checking Information 5	Interest Info
Recent Transaction	Check No. Inquiry1	(Previous & Current Year)2
Activity5	Check History2	Change Preferences 2
Checking History1	Check Stop Pymnt*3	Change Access Code1
ATM History2	Check Copy Req.*4	Change to Expert Mode ..2
ACH History3	Check No. Range5	Change Number of
Payroll History4	Check Reordering*6	History Transactions3
Loan Payment History ...5	Check Balance7	Change Language4
Debit Transactions6		Switch to English/Spanish 6
		Change Account 3
		To Go to Previous Menu ..#
		To Transfer to Operator ...0
		To End Call*

EXPERT MODE

To switch to EXPERT MODE, select Additional Options (7) under MENU MODE, then select Change Preferences (2) and choose Change to Expert Mode (2). Once you're in EXPERT MODE, enter a transaction from the list below followed by the pound sign (#).

Balance Information	Transfers	Income Tax Information
Savings1#	Savings to Checking ...30#	Dividends
Checking 2#	Checking to Savings ...31#	(Previous & Current Year)60#
All Deposit Accounts ... 3#		Loan Interest
Loan4#	Share to Share32#	(Previous & Current Year)61#
	Loan to Checking33#	Additional Options
Checking Information	Savings to Loan34#	List of Current
Check Clearing10#	Checking to Loan35#	Switch to Another Account
Check History11#	Share to Loan36#	with Separate PIN ***91#
Check Stop Payment* ..12#	History Information	Change PIN92#
Check Copy Request* ..13#	Last ACH Deposit40#	Switch to Menu Mode/
Check Reordering*15#	Last Deposit41#	Expert Mode93#
Loan Information	Share History42#	Change the Number of
Loan Payment Amount	Deposit History44#	History Transactions94#
& Due Date20#	Payroll Transactions ...45#	Switch to English/Spanish 95#
Loan Payoff Amount21#	ACH Transactions46#	Help96#
Recent Loan Payment ..23#	ATM Transactions47#	Good-Bye99#
		Cancel Feature#

* Fee will be charged. Refer to disclosure for more information.

** Checks are mailed on the next business day only to the name and address on file.

*** Personal Identification Number.