

## 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.

<b>Balance Inquiry Menu ..... 1</b>	<b>Transfers ..... 4</b>	<b>Loan Information ..... 6</b>
Savings .....1	Savings to Checking ...1	Loan Pymnt Inquiry.....1
Checking.....2	Checking to Savings ...2	Loan Payoff Amnt.....2
Share .....3	Share to Share.....3	Loan Pymnt History ....3
Loans .....4	Loan to Checking .....4	Loan Balance .....4
	Loan to Share .....5	
<b>History Inquiry Menu..... 2</b>	Savings to Loan.....6	<b>Additional Options.....7</b>
Last Payroll Deposit .....1	Checking to Loan.....7	Year-to-Date Info ..... 1
Last Deposit .....2	Share to Loan .....8	Dividends (Previous & Current Year).....1
Share History.....3		Interest Info (Previous & Current Year).....2
Deposit History.....4	<b>Checking Information ..... 5</b>	Change Preferences..... 2
Recent Transaction	Check No. Inquiry.....1	Change Access Code .....1
Activity .....5	Check History .....2	Change to Expert Mode..2
Checking History .....1	Check Stop Pymnt* .....3	Change Number of History Transactions .....3
ATM History .....2	Check Copy Req.* .....4	Change Language .....4
ACH History .....3	Check No. Range.....5	Switch to English/Spanish 6
Payroll History.....4	Check Reordering* .....6	Change Account..... 3
Loan Payment History ...5	Check Balance.....7	To Go to Previous Menu...#
Debit Transactions .....6		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 (#).

<b>Balance Information</b>	<b>Transfers</b>	<b>Income Tax Information</b>
Savings .....1#	Savings to Checking.....30#	Dividends (Previous & Current Year) 60#
Checking .....2#	Checking to Savings.....31#	Loan Interest (Previous & Current Year)61#
All Deposit Accounts ...3#		
Loan.....4#	<b>Share to Share .....32#</b>	<b>Additional Options</b>
	Loan to Checking.....33#	List of Current
<b>Checking Information</b>	Savings to Loan.....34#	Switch to Another Account
Check Clearing .....10#	Checking to Loan.....35#	with Separate PIN *** .....91#
Check History .....11#	Share to Loan .....36#	Change PIN .....92#
Check Stop Payment* ..12#		Switch to Menu Mode/ Expert Mode .....93#
Check Copy Request* ..13#	<b>History Information</b>	Change the Number of
Range of Checks Cleared 14#	Last ACH Deposit.....40#	History Transactions .....94#
Check Reordering* .....15#	Last Deposit.....41#	Switch to English/Spanish 95#
	Share History .....42#	Help.....96#
<b>Loan Information</b>	Deposit History .....44#	Good-Bye.....99#
Loan Payment Amount	Payroll Transactions...45#	Cancel Feature.....#
& Due Date.....20#	ACH Transactions.....46#	
Loan Payoff Amount ....21#	ATM Transactions.....47#	
Recent Loan Payment ..23#		

\* 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.