

# GTE Phone Banking

## Automated Account Management

- ▷ Say **“English”** to Use Speech Recognition
- ▷ Say **“Español”** to Use Spanish Recognition

- ▷ Press **1** to Use English Touch Tone
- ▷ Press **2** to Use Spanish Language Touch Tone

**NEXT**, choose one of the following options, **THEN** enter your member number and PIN.

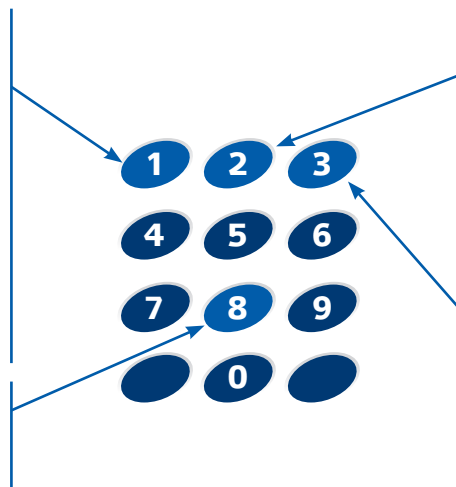
### 1 Select an Account

*Upon account selection, your balance, available balance, and last transaction is provided.*

- 1 Account Summary
- 2 For More Details (See **More Details** Menu Below)
- 3 Transfer Money, Make Payments, or Have a Check Sent
- 4 Work with Another Account
- 5 More Choices
  - 3 Report Lost or Stolen Card

### 8 More Choices

- 1 Report a Lost or Stolen Card
- 2 Change PIN



### 2 Transfer Money

- 1 Transfer from Account
- 2 Make a Loan Payment
- 3 Transfer to this Account
- 4 Advance from a Loan
- 5 Withdrawal by Check
- 6 Transfer to Another Member

### 3 All Account Balances

*(Lists the current and available balance for all accounts.)*

**More Details** From Option 2 under Select an Account

### 1 Checking

- 1 All Transactions
- 2 Cleared Checks
- 3 Deposits
- 4 Withdrawals
- 5 ACH & Payroll Deposits
- 6 More Choices
  - 1 Electronic Check & Debit Card Transactions
  - 2 Last Year and YTD Dividends
  - 3 Specific Check Cleared

### 5 IRA

- 1 All Transactions
- 2 Deposits
- 3 Withdrawals
- 4 ACH & Payroll Deposits
- 5 Last Year and YTD Dividends

### 2 Savings

- 1 All Transactions
- 2 Deposits
- 3 Withdrawals
- 4 ACH & Payroll Deposits
- 5 Last Year and YTD Dividends



### 6 Loans

- 1 All Transactions
- 2 Most Recent Payment Information
- 3 Next Payment Information
- 4 Last Year and YTD Dividends

### 3 Money Market

- 1 All Transactions
- 2 Deposits
- 3 Withdrawals
- 4 ACH & Payroll Deposits
- 5 Last Year and YTD Dividends

### 4 Certificate

- 1 Last Year and YTD Dividends
- 2 All Transactions

### 9 Mortgages

- 1 All Transactions
- 2 Most Recent Payment Information
- 3 Next Payment Information
- 4 Last Year and YTD Dividends
- 5 Escrow Information

#### Navigation Tips

- \* repeat your choices
- # return to the previous menu
- 0 speak with someone