Audio Response System

Phone Access: (518) 654-7330 or (518) 237-4582 in the Capital District or toll free 1-800-824-0700, ext. 6010

Welcome Message

To access account information, YOU WILL NEED TO INPUT:
1. Your member number.
2. Personal Identification Number (PIN)
3. Enter the last four digits of primary accountholders Social Security number.

Note: When initially accessing the system, we recommend changing your PIN for security purposes.

Options

Press the star key (*) to return to a prior menu.

Press the pound key (#) whenever requested by the system.

Dollar amounts: Enter all digits without the decimal point followed by #. For example, $200.50 should be entered 20050#.

Interest rates: For example, 8.5% should be entered 08500#.

1. Account balance and amount available
2. Last transaction
3. Tax and IRA information
4. Perform Transaction Activity
5. Select another member or account
To end this call press #

1. Checking Accounts
2. Savings Accounts
3. Loan Accounts
4. Certificate Accounts
To end this call press #

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1. Transfer to this account
2. Transfer from this account
1. to continue
2. to cancel
1. To repeat confirmation number
2. to continue

1. Order checks
2. Change PIN
3. Select another

* In accordance with the Uniform Commercial Code of New York, please be advised that when you request a check or money order and it is lost or stolen, a stop payment can only be placed after 90-days has passed from check issuance.

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Rev. 4/8/14