



new CALL-24 BANK BY PHONE SYSTEM

As part of our system conversion, we were required to change Call-24 system, our touch-tone prompt response telephone teller. If you use this system regularly you will want to clip and save the following information as menu prompts have changed. Additionally, because this is a new system, **all users of the old system must re-enroll with the new system.** The following information explains this easy process.

How to Re-Enroll in Our New Call-24 beginning October 1,

- 1 Dial the local or 877 number:**
Local
661.952.5945
Toll-Free (Outside this Local Area)
877.256.3300
- 2 Press 1#**, you will be prompted to **Press 1 again** for Call-24.
- 3 Enter your account number when prompted.**
(Which can be found on the upper right-hand corner of your statement.)
- 4 The system will tell you that your account is not enrolled.** Follow the prompts to re-enroll.
- 5 You will be asked to confirm the following:**
 - **Last 4 digits of SSN** for Primary Account Owner
 - **Date of birth** for Primary Account Owner
 - **Zip code** for Primary Account Owner
- 6 Once these have been confirmed, you will be asked to update your password.**

Main Menu

- 1 - Deposit Account Balance
- 2 - Loan Account Balance
- 3 - Transfer Funds
- 4 - Make a Loan Payment
- 5 - Rate Inquiry
- 6 - Credit Union Hours
- 7 - Change Password
- 8 - End This Call
- 9 - Repeat This Menu

Savings Deposit Account

- 1 - Last 5 transactions
- 2 - Last 5 withdrawals
- 3 - Last 5 deposits
- 5 - Last 5 direct deposits
- 6 - Select a different account
- 8 - End this call
- 9 - Repeat balance
- * - Return to main menu

Share Transactions History

- 1 - Next 5 transactions
- 2 - Last 5 transactions
- 3 - Repeat current 5 transactions
- 5 - Select a different account
- 6 - Select a different account
- 7 - Return to previous menu
- 8 - End this call
- 9 - Repeat this menu
- * - Return to main menu

Checking Deposit Account

- 1 - Last 5 transactions
- 2 - Last 5 withdrawals
- 3 - Last 5 deposits
- 4 - Last 5 checks
- 5 - Last 5 direct deposits
- 6 - Select a different account
- 7 - Search for a check
- 8 - End this call
- 9 - Repeat balance
- * - Return to main menu

Checking Transactions History

- 1 - Next 5 transactions
- 2 - Last 5 transactions
- 3 - Repeat current 5 transactions
- 6 - Select a different account
- 7 - Return to previous menu
- 8 - End this call
- 9 - Repeat this menu
- * - Return to main menu

Loan Balance Inquiry

- 1 - Last 5 transactions
- 2 - Last 5 payments
- 3 - Last 5 charges
- 6 - Select a different loan
- 8 - End this call
- 9 - Repeat payoff balance
- * - Return to main menu

Loan Transactions History

- 1 - Next 5 transactions
- 2 - Previous 5 transactions
- 3 - Repeat current 5 transactions
- 6 - Select a different account
- 7 - Return to previous menu
- 8 - End this call
- 9 - Repeat this menu
- * - Return to main menu

If you need assistance, please contact Edwards FCU support at: **877.256.3300**