



# Rosie the 24 Hr. Telephone Teller!

Dial 866.931.7520 -or- 562.803.0329

Press 1 for Main Menu of Services.

1. Enter your account number, followed by #
2. Enter your access code, followed by #  
(The first time you call Rosie, you can choose an access code.)

To Use "Simple Menu Mode," -

Punch in 75 # after steps 1 & 2.

Rosie will guide you step by step:

- Balance Inquiries
- Transfers
- Loan Payments
- Review ATM Transactions
- Review Deposit History
- And Much More ... Give It A Try And See!

To Use "Expert Mode," -

Enter the service code you wish, followed by # Service codes are listed on the the wallet guide.

**PREFER TO ENTER YOUR OWN CODES? "USE EXPERT MODE"-**

You can bypass the "Simple Menu Mode" instructions and conduct more transactions by using the "Expert Mode" codes listed on your wallet guide. If you have switched to "Simple Menu Mode" and want to switch back, call RFCU and we'll re-set your mode.

**NEVER** reveal your access code to anyone. If you believe your access code has been used without authorization, contact the Credit Union immediately.

**Downey Office**

(562) 803-6401

**Montebello Office**

(323) 725-4330

**Buena Park Office**

(714) 995-4601, Ext. 6

**Claremont Office**

(909) 626-3333, Ext. 6

**Los Angeles Office**

(213) 487-7070, Ext. 6

**Mailing Address**

P.O. Box 2728

Downey, CA 90242-2728

[www.ranchofcu.org](http://www.ranchofcu.org)

Rosie the 24 Hr.  
Telephone Teller  
Wallet Guide



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-or- 562.803.0329

**Rancho Federal**  
CREDIT UNION

**UFCW**CREDIT UNION  
A DIVISION OF RANCHO FEDERAL CREDIT UNION



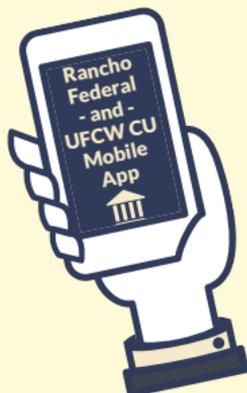
Rosie Says, "If you like our phone teller, why not try @Home Banking and our Mobile App!"

Visit our website, click @Home Banking to manage your accounts anytime, from anywhere!

## Try both and see!

Logging on is simple and secure. Just enter your account number and your Rosie (formerly QuickTel) access code ... and you're in!

Once you're into @Home Banking, you can visit the iOS App Store or Google Play and download our new mobile app for ultimate convenience!



## From @Home Banking or Our Mobile App You Can:

- Check your balance(s)
- Transfer funds
- Make loan payments
- View ATM Transactions
- Review Deposit History
- View and Print Cleared Checks
- And Much More ...

Need Telephone Teller help? See the other side, and use the detachable wallet guide below.

Share ID "00" = regular savings  
Share ID "01" = checking  
Please refer to your monthly statement for other "share/loan IDs" you may have.

Enter amounts without a decimal.  
For example: \$100.75 is 10075#  
\$3500.00 is 350000#

### Savings Inquiries

- Account balance
- Account history
- Recent payroll/direct deposits
- Recent ATM transactions

### Checking Inquiries

- Account balance
- Account history
- Checking balance on a specific date
- Deposit history
- Recent payroll/direct deposits
- Dividends earned
- Checks cleared (from...to)
- Checks cleared (specific #)
- Recent ATM transactions

### Loans

- Loan balance
- Recent loan payments
- Loan history
- Loan payoff amount
- Interest paid
- Loan payment inquiry
- Your list of loans

### Transfers

- Within account (from...to)
  - Account to loan transfer
- Transfer from one account number to another account number (set-up required)

### Checking Withdrawals

Minimum amount is \$50. Checks are made payable to member name & address on file only.

- Savings withdrawal 60 #
- Checking withdrawal 61 #

### Special Options

- Activate ATM card 70 #
- Cancel/block ATM card 71 #
- QuickTel on different account number 72 #
- Change language (English/Spanish) 7 3 #
- Change access code 74 #
- Switch to "Simple Menu Mode" 75 #
- HELP (list of all codes) 79 #
- End the call 80 #
- Transfer to Operator (during RFCU business hours) 99 #

### Code

- 20 #
- 30 #
- 33 #
- 40 #

- 21 #
- 30 #
- 31 #
- 32 #
- 33 #
- 34 #
- 35 #
- 36 #
- 40 #

- 41 #
- 42 #
- 43 #
- 44 #
- 45 #
- 46 #
- 47 #

Call Rosie at:  
**866.931.7520**  
-or-  
**562.803.0329**