



Rosie the 24 Hr. Phone Teller!

Call (866) 931-7520 -or- (562) 803-0329

Access your accounts anytime, even if you are not able to come in to an office or use a computer! Call *Rosie the Phone Teller* - day or night - from a cell phone or land line and make transfers, payments, review your history and more! See all the details and the instructions below.

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 your own access code.)
3. Enter the service code you wish, followed by #. Service codes are listed on the the wallet guide.

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

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!

If you have switched to "Simple Menu Mode" and want to switch back, call RFCU and we'll reset your mode.

Main Office

(866) 855-9050

(562) 803-6401

Mailing Address

P.O. Box 2728

Downey, CA 90242-2728

Rancho Federal
CREDIT UNION

UFCW CREDIT UNION
A DIVISION OF RANCHO FEDERAL CREDIT UNION

www.ranchofcu.org

Rosie the 24 Hr.
Phone Teller
Wallet Guide



Call Rosie at:

866.931.7520

-or- 562.803.0329



Rosie Says, "If you like our phone teller, why not try Online Banking?"

Manage your accounts anytime, from anywhere! Visit www.ranchofcu.org and click Online Banking to enroll today!

You Can:

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



Remember, even if you don't have Internet access, you can manage your accounts 24 hours a day by calling **Rosie the Phone Teller.**

Detach on the dotted line below to use this handy Rosie the Phone Teller Wallet Guide

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

Loans (cont.)

- 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 and Savings Withdrawals

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

Special Options

- Activate ATM card
- Cancel/block ATM card
- QuickTel on different account number
- Change language (English/Spanish)
- Change access code
- Switch to "Simple Menu Mode"
- HELP (list of all codes)
- End the call
- Transfer to Operator (during RFCU business hours)

- | | |
|-------------|--|
| Code | |
| 20 # | |
| 30 # | |
| 33 # | |
| 40 # | |
| 21 # | |
| 30 # | |
| 31 # | |
| 32 # | |
| 33 # | |
| 34 # | |
| 35 # | |
| 36 # | |
| 40 # | |
| 41 # | |
| 42 # | |
| 43 # | |

- | | |
|-------------|--|
| Code | |
| 44 # | |
| 45 # | |
| 46 # | |
| 47 # | |
| 50 # | |
| 51 # | |
| 60 # | |
| 61 # | |
| 70 # | |
| 71 # | |
| 72 # | |
| 73 # | |
| 74 # | |
| 75 # | |
| 79 # | |
| 80 # | |
| 99 # | |