

EZ Telephone Banking User Help Options

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- Main Menu..... 3*
- End the Call 7*
- Switch Between Speech
Recognition & Touchtone ... 8*
- Change Account/
Authenticate 9*
- Repeat Menu #
- Hear Previous Menu.....*



EZ TELEPHONE BANKING
24-Hour Personal Assistant
(855) 500-WANI (9264)

wanigas.com



EZ TELEPHONE BANKING



**24-Hour Personal
Assistant**

FIRST-TIME USERS GUIDE

If you have not used EZ Telephone Banking in the past, now is the time to experience the convenience of conducting your credit union business by phone. EZ Telephone Banking is available 24 hours-a-day, 7 days a week!

After you have read the Helpful Facts, follow these simple steps:

1. Call (855) 500-WANI (9264).
2. Enter your credit union member number, followed by the # sign.
3. For new accounts, you will be asked to enter the primary member's Social Security Number for verification, and then you will be prompted for a 4-digit PIN of your choice (**PINs cannot begin with a zero**).
4. Select any option from the menu. Each time you select an option, you'll be instructed how to obtain information or accomplish the transaction you need. Simply follow the directions.

Helpful Hints for First Time Users

- Be sure to write your personal identification number (PIN) down and secure it in a safe place. Do not write it on your user guide or anywhere your member number appears.
- Do not share your PIN number with anyone who is unauthorized to obtain information or conduct transactions on your credit union accounts.

Helpful Facts for EZ Telephone Banking Users

- PINs cannot begin with a zero.
- While entering a dollar amount, use the * key as the decimal point. For example: \$75.00 is entered as 75*00.
- Always end your call. End your call by entering 7*.
- Receive a withdrawal check in the mail. Minimum check withdrawal amount is \$50.00. Checks are mailed directly to the account address listed on file.

EZ Telephone Banking Main Menu Options

Account Balance.....	1
Account History.....	2
Share or Loan Withdrawal	3
Transfer Funds or Make a Payment	4
Stop Payment.....	5
Card Services.....	6
Credit Union Information....	7
Change PIN	8