



United Heritage Credit Union

IN-TOUCHSM INSTRUCTIONS

STAY IN TOUCH WITH YOUR MONEY

The IN-TouchSM automated phone system from United Heritage allows you to access your accounts 24 hours a day, 7 days a week.

BEFORE YOU GET STARTED

If you know the menu selection you wish to enter, you may interrupt the IN-TouchSM prompts at any time.

- Enter dates as 6-digit numbers
Example: July 4, 2012, enter as 0 7 0 4 1 2
- Enter dollar amounts without decimals
Example: \$75.00, enter as 7 5 0 0

For Assistance

For assistance while using IN-TouchSM, press 0 from any menu item.

For questions concerning the IN-TouchSM system when not in use, call the United Heritage Telephone Service Center 512.435.4545 / 903.597.7484 / 800.531.2328.

Instructions

1. Call 512.435.4545, 903.597.7484 or 800.531.2328, then press 3.
2. IN-TouchSM will ask you to enter your main account number followed by #
Example: 123456-04 or 123456-84, enter as 1 2 3 4 5 6 #. Account numbers range from 1–6 digits in length. Please disregard all preceding zeros within account numbers.
3. IN-TouchSM will ask you to enter your current 4-digit Personal Identification Number (PIN).
For first time callers, IN-Touch will ask you to enter the last four digits of your Social Security number followed by the #. Then the system will prompt you to set a PIN.
Example: 123-45-6789, enter as 6 7 8 9 #.
4. Enter your desired menu selection outlined on the list at right and follow the prompts.

PARA ESPANOL

Llame 512.435.4545, oprima 3. Introduzca su numero de cuenta seguido por #. Introduzca su numero de identificacion personal por #. Oprima 2 # para avisos en espanol.

MAIN MENU

Account Inquiry	1
Funds Transfer Between Accounts.....	2
Funds Transfer to Another Member	3
Change PIN.....	4
Instructions	5
Repeat Menu	9
Member Service	0

ACCOUNT INQUIRY MENU (after selecting 1, 2, or 3 from Main Menu)

This menu will voice a list of your available accounts to choose from starting with any Checking accounts, then Savings, CD's/IRA's and Loans as appropriate. You may choose the proper account at anytime by selecting the corresponding menu prompt. For Transfers, you will select the appropriate "Transfer From" account, then the "Transfer To" account, followed by the "Dollar Amount to Transfer."

CHECKING MENU

Repeat Balance	1
Recent Withdrawals	2
Deposits	3
ATM Transactions.....	4
Specific Transactions	5
Check #	1
Amount	2
Date	3
Dividend	6
Stop Payment	7
Single Check	1
Range of Checks	2
Previous Menu	8
Repeat Menu	9
Member Service	0

SAVINGS MENU

Repeat Balance	1
Recent Withdrawals	2
Deposits	3
ATM Transactions.....	4
Specific Transactions	5
Amount	1
Date	2
Dividend	6
Previous Menu	8
Repeat Menu	9
Member Service	0

CD & IRA MENU

Balance.....	1
Last Dividend Paid	2
Maturity Date	3
Dividend	4
Previous Menu.....	8
Repeat Menu	9
Member Service	0

LOAN MENU

Balance.....	1
Payoff Information.....	2
Last Payment Date	3
Payment Information	4
Interest	5
Previous Menu	8
Repeat Menu	9
Member Service	0

