



**HEALTHCARE ASSOCIATES**  
**CREDIT UNION**      The healthy way to bank®

**Telephone Teller**

**630.276.5726 or  
800.213.6445**

toll-free



**Telephone Teller  
Wallet Guide**

**[hacu.org](https://www.hacu.org)**

Call **630.276.5726** or **800.213.6445** toll-free.

**Press 1 to:** Inquire on your accounts, enter your account number and your access code followed by the # sign.

- Balance Inquiries, **press 1**
- History Inquiries, **press 2**
- Withdraw Funds, **press 3**
- For Transfers or Payments, **press 4**
- Stop Payment, **press 5, 4**
- Loan Information, **press 6**
- Change your Access Code, **press 7, 2, 1**

**Press 2 to:** Activate a Card

**Press 3 to:** Report a Lost or Stolen Card

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Follow the voice prompts to guide you to your desired transaction.

Enter monetary amounts without the decimal point.  
(ex: \$100.00 is entered as 10000)

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*Withdrawals mailed to address on file.*

Or for even more choices  
you can choose

## EXPERT MODE

- How?
- Listen to the Main Menu
- Choose Additional Options
- Choose Preferences
- Turn "ON/OFF" Expert Mode

Now you are ready to use  
the additional codes found  
on the back panel.



## SERVICE CODES

- Help, [press 1#](#)
- Account Balance, [press 10#](#)
- Checking Balance, [press 11#](#)
- Loan Balance, [press 12#](#)
- Account History, [press 20#](#)
- Loan History, [press 21#](#)
- Account Withdrawal, [press 30#](#)
- Loan Withdrawal, [press 31#](#)
- Account to Account Transfer, [press 40#](#)
- Account to Loan Transfer, [press 41#](#)
- Loan to Account Transfer, [press 42#](#)
- Check Stop Payment, [press 50#](#)
- Card Activation, [press 60#](#)
- Card Blocking, [press 61#](#)
- Loan Payment, [press 70#](#)
- Loan Payoff, [press 71#](#)
- Change Access Code, [press 90#](#)
- Change Language, [press 91#](#)
- Change Interaction Mode, [press 92#](#)
- Transfer to Representative, [press 98#](#)
- Good Bye, [press 99#](#)