



**HEALTHCARE ASSOCIATES**

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

**Telephone Teller**

**630.276.5726 or  
800.213.6445**

toll-free



**Telephone Teller Wallet Guide**  
**Access Your Accounts 24/7**

**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

---

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)

*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#**