



## Instructions for our 24-hour automated teller

### Transaction types:

You may use ActionLine for the following transactions:

- Account balance
- Transaction History
- Deposit History
- Check clearing verification
- Account Transfers
- Withdrawal requests by check
- Dividend or interest information
- Loan payments and payoff amount
- Change your access code
- Report lost or stolen card

### Steps for using ActionLine:

- 1.** Call **314.962.6363** and **say or press 2** at any time when you hear the automated teller.  
(If calling from outside the St. Louis area, please use our toll-free number, 1.800.719.6363.)
- 2.** You will be prompted to **enter your credit union account number** by either saying it or pressing the numbers on the touch-tone pad of your phone.
- 3.** You will be prompted to **enter your four-digit access code** (i.e., your ActionLine PIN) by either saying it or pressing the numbers on the touch-tone pad of your phone.

***After gaining access to ActionLine following steps 1 through 3 above, you will be prompted to enter the appropriate option by listening to the six main menu functions. Each main menu function will direct you to sub menus to assist with completing your transaction requests.***

For withdrawal requests, all checks must be made payable to the account holder only and will be processed and mailed by 3:00 p.m. CST the following business day. ActionLine business days are Monday-Friday. Weekends and federal holidays are not considered business days.

## Directions for making transactions/inquiries using your SPEECH

After you have gained access to ActionLine by entering your credit union account number and access code, **say one of the following**, depending on what you would like to do

**“Balance Inquiry”**  
**“History Inquiry”**  
**“Checking Information”**  
**“Transfers”**  
**“Withdrawal by check”**  
**“Additional Options”**



### Helpful tips when using your voice:

- You do not have to over-pronounce words or speak loudly.
- Voice activation may not work if you are using your cell phone and are driving in a car with your radio playing or windows rolled down. Any background noise can affect using voice activation.
- In most cases, a command can be spoken for “Previous Menu,” “Main Menu” or “What can I say” at any time.

## Directions for making transactions/inquiries using the TOUCH-TONE PAD

After you have gained access to ActionLine by entering your credit union account number and access code, using your touch-tone key pad, **enter one of the following**, depending on what you would like to do:

**# 1 - Balance Inquiry**  
**# 2 - History Inquiry**  
**# 3 - Checking Information**  
**# 4 - Transfers**  
**# 5 - Withdrawal by check**  
**# 6 - Additional Options**



*Please note that using the # sign after each option when using your touch-tone keypad will speed up your transaction.*

After you have entered your option, the automated teller will direct you to sub menus to choose your specific transaction type. You will be asked to **provide additional information, such as your suffix number** (i.e., **0** for Main Savings; **20** for an IRA; **30** for a Vacation Club account; **40** for a Christmas Club account; **50** for a Special Savings account; **60** for a Money Market account; **9** for a Checking account, and **99** for Overdraft Line of Credit.) **To enter dollar amounts, use the \* button on your phone in place of the decimal.** For example, to enter \$10.25, you press 10\*25. **If you make a transfer or withdrawal, ActionLine will repeat the dollar amount you have entered. If the dollar amount is correct, press 1 (yes). If the amount is incorrect, press 2 (no) and re-enter the correct amount.** You may enter additional transaction codes, or end your call by hanging up.

Note: When using ActionLine to stop payment on a check, you can only use speech commands. The same applies for changing your ActionLine authorization code.

Thank you for calling Arsenal Credit Union.  
For help at anytime just say "Operator"

To Access your Personal Account Using  
ActionLine: Say or Press 2

Say "Balance Inquiry" or Press 1

Share Bal or Press 1	Chking Bal or Press 2	Loan Bal or Press 3	Open Share List or Press 4	Open Loan List or Press 5	Share Bal Spec Date or Press 6	Loan Bal Spec Date or Press 7
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Say "History Inquiry" or Press 2

Share or Chking or Press 1	Loan or Press 2	Last Payroll Dep or Press 3	Last Dep or Press 4	Deosit History or Press 5	Recent Trans or Press 6
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Say "Checking Information" or Press 3

Bal or Press 1	Check Clearing or Press 2	Check History or Press 3	Check Stop Pymt or Press 4
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Say "Transfers" or Press 4

Share to Share or Press 1	Sav to Loan or Press 4	Chking to Loan or Press 5	Loan to Share or Press 6	Loan to Chking or Press 7
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Say "Withdraw by Check" or Press 5

Savings W/D or Press 1	Chking W/D or Press 2
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Say "Additional Options" or Press 6

YTD info or Press 1	Change Access Code or Press 2	Report Card Lost or Stolen or Press 4
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