



Getting Started

Manage your accounts anytime—it's convenient with our free automated Phone Banking service. All you need is your MSGCU account number and a unique personal identification number that you create during your first call. For information on a specific Share, you will need to know the Share ID you are inquiring about. This is located on your Monthly Statement or you can hear a list of the available ID numbers on the Balance Inquiry Menu (MENU Option 1).

Quick Tips

- When entering transfer amounts, the decimal automatically precedes the last two digits. (Example \$55.24 = 5524)
- When entering dates, use six digits. (Example June 26, 2018 = 062618)
- Calls are automatically terminated if no selection is made for 30 seconds or if the call exceeds 10 minutes.
- To speak to a Member Service Representative, press 0.
- To have a MENU option repeated, press 9.

MENU vs. EXPERT Mode

Phone Banking offers two interaction options. When using MENU mode, simply listen to the prompts and press the number that best matches your selection. You can make a selection at any time during the voice prompts.

Once you have become familiar with Phone Banking, you may wish to utilize the EXPERT mode. To change from MENU to EXPERT mode, you will need to change your preferences. To do this, select Additional Menu Options (MENU Option 7) then select Change Preferences (MENU Option 2). Listen for the prompt "Change Your Interaction Mode" and you will then be able to navigate using the EXPERT numbered options. You may switch back to MENU mode at any time.

24/7 Account Access

In addition to Phone Banking, we offer a variety of online and mobile banking services. Almost anything you can do at our branches can be done with your computer or mobile device. To learn more, visit msgcu.org/247-account-access.

NAVIGATION MENU

(MENU)	[EXPERT]	(MENU)	[EXPERT]
(1) BALANCE INQUIRIES		(5) CHECKING INFORMATION	
(1) Account Balances..... [11]		(1) Checking Information..... [51]	
(2) List of Open Savings/Checking Accounts [12]		(2) Check Inquiry [52]	
(3) Loan Information and Transactions..... [13]		(3) Check Number Range Inquiry [53]	
(4) List of Open Loans..... [14]		(4) Recently Cleared Checks [54]	
(2) HISTORY INFORMATION		(5) Check Copy Request..... [55]	
(1) Last Payroll Deposit..... [21]		(6) Check Reordering [56]	
(2) Last Deposit..... [22]		(6) LOAN INFORMATION	
(3) Recent Transactions..... [23]		(1) Loan Information [61]	
(4) Loan History..... [24]		(2) List of Open Loans..... [62]	
(5) Recent Deposits..... [25]		(3) Loan Payment Inquiry..... [63]	
(6) Detailed Transactions		(4) Recent Loan Payments [64]	
(1) Recently Cleared Checks..... [26]		(5) Loan Payoff..... [65]	
(2) Recent ACH Transactions [27]		(6) Mortgage Information..... [66]	
(3) Payroll Transactions..... [28]		(7) ADDITIONAL MENU OPTIONS	
(4) Recent Loan Payments..... [29]		(1) Year to Date Information	
(3) WITHDRAWALS		(1) Contributions and Tax Information [71]	
(1) Process a Withdrawal [31]		(2) Dividend and Interest..... [72]	
(4) TRANSFERS & PAYMENTS		(0) Speak to MSGCU Representative [73]	
(1) Share to Share [41]		(2) Change Preferences	
(2) Share to Loan..... [42]		(1) Change PIN..... [74]	
(3) Loan to Share..... [43]		(2) Change to Menu/Expert Mode [75]	
(4) Make a Credit Card Payment..... [44]		(3) Change to Another Member's Account [76]	
(5) Make a Mortgage Payment..... [45]		(4) Savings, Certificate, IRA Information [77]	
		(5) Branch Locations and Hours..... [78]	