



### Getting Started

Manage your accounts anytime 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, which is available in 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, 2024 = 062624)
- Calls are automatically terminated if no selection is made for 30 seconds or if the call exceeds 10 minutes.

### MENU vs. EXPERT Mode

Phone Banking offers two interaction options, MENU and EXPERT.

**MENU:** listen to the prompts and press the number that best matches your selection.

**EXPERT:** Use the code listed below to quickly get to your selection.

To change to EXPERT, select Additional Menu Options (MENU Option 8) then select Change Preferences (MENU Option 2). You may change back anytime.

### 24/7 Account Access

In addition to Phone Banking, we offer a variety of online and mobile banking services to make it easy to manage your account. Visit [msgcu.org/onlinebanking](https://msgcu.org/onlinebanking).

## NAVIGATION MENU

### (MENU)

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(2) Recent Deposits .....	[25]
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(5) Recent Activity	
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(2) Recent ACH Transactions .....	[27]
(3) Payroll Transactions .....	[28]
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(3) TRANSFERS & PAYMENTS	
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(4) CHECKING INFORMATION	
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(3) Recently Cleared Checks .....	[54]
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### [EXPERT]

### (MENU)

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(2) Mortgage Information .....	[66]
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(1) Year to Date Information	
(1) Contributions and Tax Information .....	[71]
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(2) Change Preferences	
(1) Change PIN .....	[74]
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(3) Change to Another Member's Account .....	[76]
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(5) Savings, Certificate, IRA Information .....	[77]
(6) Routing Number	

### [EXPERT]

- **Press 0** to speak with a Member Service Representative
- **Press 9** to repeat a menu
- **Press #** to go back to the previous menu.

