



Using the TellerPhone System

Call (661)325-2753

Step 1 - Select Language

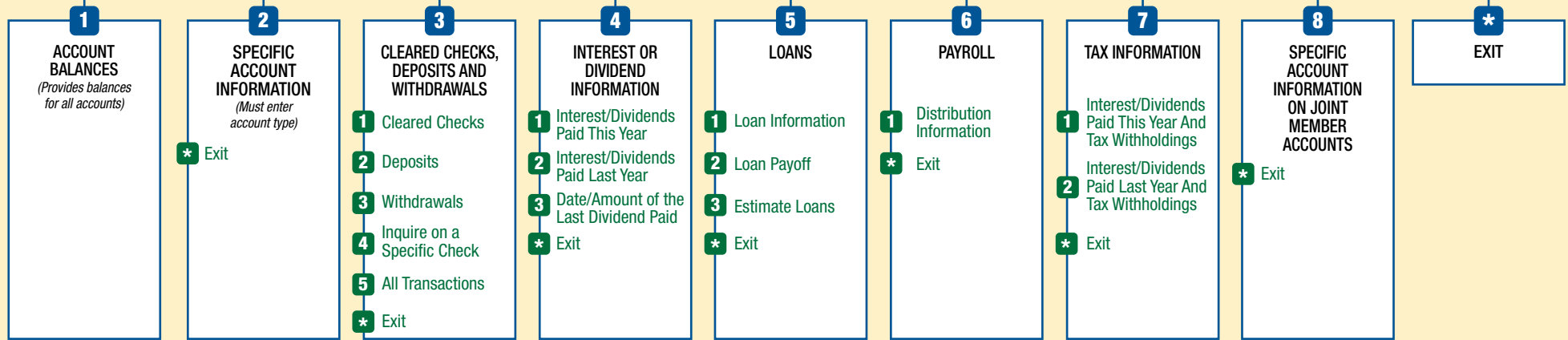
- 1 English
- 2 Spanish

Step 2 - Select Option

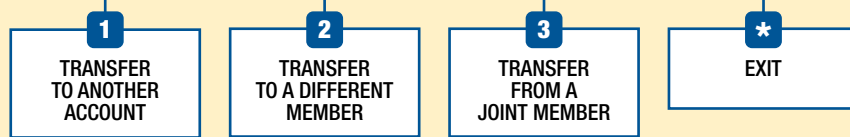
- 1 TellerPhone Access
- * End Call

Step 3 - Main Menu Options

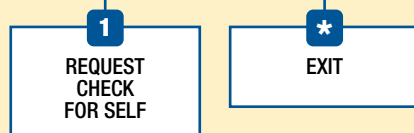
1 FOR INQUIRIES



2 TRANSFER FUNDS

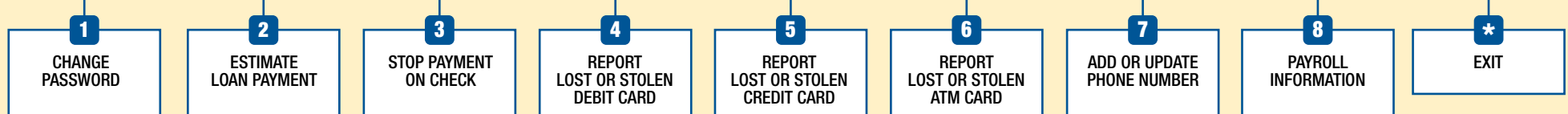


3 WITHDRAW FUNDS



4 JOINT MEMBER INQUIRIES

5 OTHER SERVICES



6 ENTER DIFFERENT MEMBER NUMBER

* END CALL

TellerPhone Access Wallet Card

KERN
Federal Credit Union

For 24-Hour TellerPhone call
(661) 325-2753



TellerPhone Access – 24/7 Anytime, Any day

TellerPhone is an automated telephone system that allows you to handle many Credit Union transactions 24-hours a day without the assistance of Kern FCU staff. You actually “talk” with the Kern FCU mainframe computer, using the 12 keys found on your touchtone phone– the numbers 0 through 9, an (*), and a pound sign (#).

First Time Users

TellerPhone’s easy to use voice prompting design will help you navigate through your options as you become more familiar with the system. The instruction sheet on this brochure will also serve as a guide for you to reach your desired transaction.

To access TellerPhone for the first time you will need to call or visit the Credit Union to request your PIN (Personal Identification Number) and verify your account. Your PIN assures that only you have access to your account. To order your PIN, call the Credit Union at 327-9461.

Other Helpful Tips

- To go back to a previous action or end a call, you need to push the “asterisk” key (*).
- To exit from any option, press (*).
- When entering a transaction, you will be asked to finish with the “pound sign” (#) to signal to TellerPhone that you have finished entering the information.
- You can wait for TellerPhone to say all of the menu options, or press the desired option number without having to wait for the system to finish speaking.
- When entering a sub-account number, such as S1.1, use the number or letter on the keyboard and use the (0) button in place of the decimal. For example, to access your first savings sub-account (S1.1) you would enter (7101).



TellerPhone Access Call (661) 325-2753

Step 1 - Press **1** English or **2** Spanish

Step 2 - Press **1** TellerPhone Access
(Enter Member Number and PIN Number followed by (#) sign.)

Step 3 - Main Menu Options:

- | | | |
|-------------------------|---------------------------------|-------------------------------------|
| 1 Inquiries | 4 Joint Member Inquiries | 6 Enter Different Member No. |
| 2 Transfer Funds | 5 Other Services | * End Call |
| 3 Withdraw Funds | | |

- 24-Hour Account Access
- Transfer Funds
- Withdraw Funds



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