

## Using the System

It is not necessary to listen to all the options before making your selection.

## Tips and TimeSavers

### Inquiries

- Savings Balance Inquiry  
1 (ACCT #) (PIN #) 2 (sub account #)
- Savings Dividend Inquiry  
1 (ACCT #) (PIN #) 2 (sub account #) 2, 5
- Checking Balance Inquiry  
1 (ACCT #) (PIN #) 1 (sub account #)
- Checking Deposit History  
1 (ACCT #) (PIN #) 1 (sub account #) 2, 3
- Individual Draft Clearing  
1 (ACCT #) (PIN #) 1 (sub account #) 2, 6, 3, 1
- Credit Card Balance Inquiry  
1 (ACCT #) (PIN #) 5 (16-digit Visa Account #)
- Credit Card Transaction History  
1 (ACCT #) (PIN #) 5 (16-digit Visa Account #) 2, 1

### Transfers

- Savings to Savings Transfer  
2 (ACCT#) (PIN #) 2 (sub account #) 1, 2 (sub account #)
- Savings to Checking Transfer  
2 (ACCT#) (PIN #) 2 (sub account #) 1, 1 (sub account #)
- Checking to Checking Transfer  
2 (ACCT#) (PIN #) 1 (sub account #) 1, 1 (sub account #)
- Savings to Savings Withdrawal  
2 (ACCT #) (PIN #) 2 (sub account #) 5
- Savings to Credit Card Transfer  
2 (ACCT #) (PIN #) 2 (2-digit sub account #) 2, 5 (16-digit Visa Account #)
- Checking to Credit Card Transfer  
2 (ACCT #) (PIN #) 1 (2-digit sub account #) 2, 5 (16-digit Visa Account #)

When calling TELE-TALKPlus, have your account numbers and sub account identifiers ready.

### Sub Account Identifiers

|  |                                   |       |
|--|-----------------------------------|-------|
| Primary Savings/New Coindexer Club* Accounts | 00                                | _____ |
| Club (related) Accounts                      | 51-59                             | _____ |
| Existing Coindexer Club* Accounts.           | 60-64                             | _____ |
| Checking Accounts                            | 71-77, 79                         | _____ |
| Money Market Accounts                        | 71-77, 79                         | _____ |
| IRAs/Certificate Accounts                    | 65-67, 81-99, 901-999             | _____ |
| Regular, Auto, TaxEdge Loans                 | 01-19                             | _____ |
| Line of Credit Loan                          | 27                                | _____ |
| Designer Loan                                | 29                                | _____ |
| ReadiEquity Line of Credit Loan              | 28                                | _____ |
| Home Equity Line of Credit                   | 21-24                             | _____ |
| Fixed Rate Home Equity Loans                 | 01-19, 37-39                      | _____ |
| VISA   | your 16-digit VISA account number |       |

## Contact Us

### Member Services

404.874.1166 (Local)  
800.533.2062 (Nationwide)  
8 AM - 6 PM Monday-Friday  
9 AM - 1 PM Saturday

### General Offices

404.874.0777  
9 AM - 4 PM  
Monday-Friday

### TELE-TALKPlus

404.874.0242 (Local)  
800.533.3817 (Nationwide)  
24-hours a Day

### Mortgage Department

404.874.1166 (Local)  
800.533.2062 (Nationwide)  
8 AM - 5 PM  
Monday-Friday

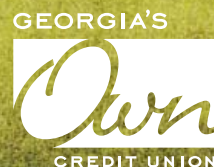
### VISA Department

404.874.1166 (Local)  
800.533.2062 (Nationwide)  
8 AM - 5 PM  
Monday-Friday

### 24-hour Loan Service

404.874.1166 (Local)  
800.533.2062 (Nationwide)  
georgiasown.org (Online)

2/11



P.O. Box 105205  
Atlanta, GA 30348  
georgiasown.org



# TELE-TALK*Plus*

TELE-TALK*Plus* is the free, convenient way to access your accounts from anywhere in the United States! With TELE-TALK*Plus*, you can check your account balances, transfer funds, and much more, 24 - hours a day!

## To access your account(s), you will need:

1. A touch-tone phone
2. Your 9-digit primary savings account number (Example: 123456789 - no sub account identifiers (trailers) should be added)
3. Your social security number (if first time user)
4. Your personal identification number (PIN) can be any four (4) digits of your choice. For security reasons, do not give out your PIN to anyone, unless you want them to access your account.

**Important note for first time users:** If this is your first time calling, your PIN is your social security number. You will be prompted to change your Voice PIN immediately. Once you have activated your Voice PIN, you will receive a verification agreement in the mail which you must sign and return to the Credit Union. Once we have received this agreement, you will be able to register for Home Banking using your new Voice PIN.

5. The sub account identifier (trailer number) of the particular savings, savings certificate, checking, or loan account you are accessing. Please check your statement to find those specific to your accounts.



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Once you reach TELE-TALK*Plus*, the system is very easy to use. Just listen to your options and make your selections. You can choose from:

## 1. Account Information

### ■ All Access Checking Account

Account Summary  
All Transaction History  
List Cleared Checks  
List Deposits  
List Withdrawals  
List ACH & Payroll Deposits  
Electronic Check & Debit Card Transactions  
Last Year & Year-to-Date Dividends  
See if a Specific Check Cleared  
Transfer Between Accounts  
Check Request

### ■ Savings Account

Account Summary  
All Transaction History  
List Deposits  
List Withdrawals  
List ACH & Payroll Deposits  
Last Year & Year-to-Date Dividends  
Transfer Between Accounts  
Check Request

### ■ Certificate Account

Account Summary  
Last Year & Year-to-Date Dividends  
All Transaction History

### ■ Loan Account

Account Summary  
All Transaction History  
Last Payment Information  
Last Year & Year-to-Date Interest  
Make a Payment

### ■ Credit Card (enter your 16 digit Credit Card Number)

Account Summary  
All Transaction History  
Last Payment Information  
Next Payment Information  
Last Year & Year-to-Date Interest  
Make a Payment

## 2. Transfer Funds

Transfer Funds Between Your Accounts and do Cross Account Transfers and Advances

## 3. All Accounts Balance

Account Summaries for All Accounts

## 4. General Information

Locations and Office Hours

## 5. Product Information

Savings & Loan Rates  
Loan Calculations

## 6. Activate a Card

Activate Debit Card

## 8. More Choices

Report a Lost or Stolen Card  
Activate a Card  
Change PIN  
Log On to an Account

## 0. Speak to a Member Services Representative

8AM - 5PM, Monday - Friday

Detach and Save

Access TELE-TALK*Plus* 24 - hours a day  
from a touch-tone phone:  
In Atlanta area: (404) 874-0242  
or Nationwide: (800) 533-3817

Enter one of the following options:

Time-saving tips:

### 1 Account Information

- 1 Checking
- 2 Savings/Club
- 3 Certificates
- 4 Loan Information
- 5 Credit Card

### Press:

- #- return to prior menu or terminate entry
- \* - replay current option

### 2 Transfer Funds

### 3 All Accounts Balance

### 4 General Information

### 5 Product Information & Loan Calculations

### 6 Activate a Card

### 8 More Choices

### 0 Speak with Member Services Representative

When doing monetary transactions, use the \* as the decimal point.