

VOICE BANKING

QUICK REFERENCE GUIDE



Henrico FCU has upgraded our Voice Banking System. Please listen carefully as the menu options have changed.

All members must enroll in the new system. (Please have your member number available to get started.)

FIRST TIME USERS:

- Call the Contact Center to get started
- Member number
- Last four of your social security number
- Follow prompts

RETURNING MEMBERS

- Member number
- PIN
- Follow prompts

QUICK GUIDE

- Press 3 to return to main menu
- Press * to return to previous menu
- Press # to repeat option
- Press 9 to enter different account
- Press 8 for voice recognition

1

ACCOUNT BALANCES

- Press 1 for savings
- Press 2 for checking
- Press 3 for loans
- Press 9 for different member #

2

HISTORY

- Press 1 for savings
- Press 2 for checking
- Press 3 for loans
- Press 9 for different member #

3

TRANSFER FUNDS OR MAKE PAYMENT

- Press 1 for transfer funds immediately
- Press 2 for immediate cross member transfer
- Press 3 for immediate payment
- Press 4 to listen to existing scheduled transfers

4

STOP PAYMENT

- Press 1 for stop check (check #)
- Press 2 for stop check (range)
- Press 3 for stop check (inquiry)

5

CHANGE PIN

Follow prompts to create new PIN

Henrico
Federal Credit Union

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