

TruNorth Federal Credit Union

Class Line Instructions

485-4444

Courtesy Line Audio Service System

24-hour access, 7 days a week!

You can access you account day or night with the “CLASS” line.

The system can be used by calling (906) 485-4444. Over twenty different account transactions are available with your touch tone telephone. Review account balances, inquire whether a specific check (draft) has cleared your account, verify deposits and withdrawals, transfer funds between savings, checking and loan accounts, and much more.

Most account inquiries can be handled at your convenience, simply by using your touch-tone phone. Your account is protected by a Personal Identification Number (PIN), known only to you.

CLASS LINE USER GUIDE

Member Number: Your TruNorth Credit Union member number entered with no zeros in front.

Personal Identification Number (PIN): a 4-digit code of your choice. Please call us at (906) 485-5563 before attempting to use the CLASS line. A credit union staff member will activate your PIN choice.

Pound Key: The # key on your phone is the “pound key.” Press this key to cancel any transaction request. Pressing this key will also return you to the previous menu.

Star Key: The * key on your phone is the “star key.” Press the key to repeat the menu choices.

HOW TO USE THE CLASS LINE

1. To access the CLASS line on a touch tone phone, dial (906) 485-4444.
2. When the phone system answers, press 1 to proceed or 2 for new user instructions.
3. Then press 1 for transactions or 2 for inquiries.
4. Enter your member number (no zeros in front) and the # sign. The system will repeat your member number and ask you to press 1 to confirm.
5. Enter your 4-digit PIN followed by the # sign.
6. Enter the service desired when prompted by the CLASS line. The CLASS line will give you the information you request.
7. CLASS line will ask you to confirm any monetary transactions. To cancel the transaction, press #.
8. When you are finished you may simply hang up to end the call.

CLASS LINE FAQ

- Q. Is my Money Market account classified as a savings or checking account?
A. Money market accounts are classified as checking (draft) accounts (#5) with the CLASS line.
- Q. Do I have to listen to all the menu choices before making a selection?
A. No. Once you know the selection you can enter it.
- Q. Is the CLASS line safe to use?
A. Yes. Your account is protected by a PIN known only to you. Even if someone knows your member number they cannot access your account without the PIN code.