

Revised Instructions for ACU Online Services And Voice Response Access (VIP)

Enhanced Audio Response System – 24 Hour Access (414) 649-8784 or toll free (888) 527-7555

ACU Online Services Information

The URL for ACU Online Services is <https://www.secureauroracu.org>. For existing ACU Online Services users, you will be prompted to enter your Member Number and temporary PIN. Your temporary PIN (password) is your 5 digit home zip code. The system will prompt you to pick a new PIN number the first time you access ACU Online Services. **There is no monthly service charge for ACU Online Services if you elect eStatement (Electronic Statement).** You must login to ACU Online Services to enroll in eStatement. Click on the “eStatement” tab on the left hand side to complete your enrollment. For transaction history prior to March 2nd, please call a Member Service Representative at (414) 649-7949.

Voice Response Access (VIP)

To Use Voice Response Access (VIP) your first time...Your temporary PIN number for VIP will be the last 4 digits of your Social Security Number. **The system will prompt you to pick a new PIN number the first time you access the New Audio System. You now have access to your account and other member numbers if you are a joint owner on the account.**

PLEASE NOTE:

Upon entry of your Account Number and PIN Number - You will automatically be given the balances to your **Savings and/or Checking** Accounts. For additional balances please follow prompts under “Balances” menu below.

You may:

- Press # to repeat any menu choices
- Press * to return to previous menu
- Press *# to end call at any time or simply hang up
- Bypass the automated attendant by pressing any desired menu number specified below

Access to Your Account - Press 1

- Enter your **account number** followed by the pound sign (#)
- Enter your **PIN number** followed by the pound sign (#)

Credit Union office hours – Press 2

- To repeat these choices - Press the pound sign (#)
- To return to previous menu - Press the star sign (*)

Balances – Press 1

- Savings Balances - Press 1
- Checking Balances - Press 2
- Certificate Balances - Press 3
- Loan balances & payoff amounts - Press 4

Account Inquiries – Press 2

Checking Inquiries - Press 1

- Balance Information - Press 1
- Checks Cleared Information - Press 2
 - For last few checks - Press 1
 - Quick list of cleared items by check number range - Press 2
 - Quick list of uncleared items by check number range - Press 3
 - Specific check by check number - Press 4
 - Detailed listing by check number range - Press 5
 - To search for a specific check by amount - Press 6
- Transaction Inquiries – Press 3
- Dividend Information – Press 4

Account Inquiries – (Continued)

Account Inquiries - Press 2

- Balance Information - Press 1
- Transaction Inquiries - Press 2
 - For your last few deposits - Press 1
 - For your last few withdrawals - Press 2
 - For your last few transactions - Press 3
 - For your last payroll deposit - Press 4
 - For your last dividends – Press 5
- Dividend Information – Press 3

Loan Inquiries - Press 3

- Balance Information - Press 1
- Transaction Inquiries - Press 2

Certificate Inquiries - Press 4

IRA Inquiries - Press 5

- IRA Inquiry - Press 1
- Certificate IRA Inquiry - Press 2

List of Holds – Press 6

Year-To-Date Totals & Other Tax Info–Press 7

- Tax information on an account - Press 1
- Tax information on a certificate - Press 2
- Tax information on a loan - Press 3

Statement Information – Press 3

- Last few transactions on an account - Press 1
- Last few transactions on a Certificate-Press 2
- Last few transactions on a Loan - Press 3

Inquire if a specific check has cleared - Press 2

Last few checks cleared - Press 3

Dividends earned and interest paid - Press 4

- **Tax information on an account - Press 1**
(Dividends information on file from last year will be provided)
- **Tax information on a certificate - Press 2**
(Dividends information on file from last year will be provided)
- **Tax information on a loan - Press 3**
(Interest paid on file from last year will be provided)

Transactions – Press 4

Withdraw by Check - Press 1

- For account withdrawal - Press 1
- For loan add on - Press 2

Please listen carefully as the Automated Attendant will provide a list of account numbers you can select from when you hear...

“The following accounts are available from which to withdraw or transfer.”

- To withdraw from Savings – Press 1
- To withdraw from Checking – Press 9
- To withdraw from other savings - Please listen carefully and select from the account numbers provided by the Automated Attendant
- Enter the account number to “withdraw from” followed by the pound sign # *(Please select from the above list of account numbers provided by the Automated Attendant)*
- Enter the amount to withdraw including cents followed by pound sign (#)

The Automated Attendant will provide confirmation of the withdrawal amount.

- To confirm this transaction – Press 1
- To re-enter the amount - Press 2
- To cancel transaction - Press 3

A check will be mailed to your primary address.

Transactions – (Continued)

Account Transfer - Press 2

- The following accounts are available from which to “withdraw or transfer”
 - Enter the account number to “transfer from” followed by the pound sign (#).
- The following accounts are available from which to “transfer to.”
 - Enter the amount to transfer including cents followed by pound sign (#).

The Automated Attendant will provide confirmation of the amount of the transfer.

- To confirm this transaction – Press 1
- To re-enter the amount - Press 2
- To cancel transaction - Press 3

Make a Loan Payment From Your Account - Press 3

- The following accounts are available from which to “withdraw or transfer”
 - Enter the account number to “transfer from” followed by the pound sign (#).
- The following accounts are available from which to “transfer to”
 - Enter the account number to “transfer to” followed by the pound sign (#).
 - Enter the amount to transfer including cents followed by pound sign (#).

For Loan Advances – Press 4

- The following accounts are available from which to “withdraw or transfer”
 - Enter the account number to “transfer from” followed by the pound sign (#), or press star (*) to select a different account.
- The following accounts are available from which to “transfer to”
 - Enter the account number to “transfer to” followed by the pound sign (#).
 - Enter the amount to transfer including cents followed by pound sign (#).

The Automated Attendant will provide confirmation of the amount of the transfer.

- To confirm this transaction Press 1
- To re-enter the amount - Press 2
- To cancel transaction - Press 3

Different Account – Press 5

- Enter the account number followed by the pound sign (#)
- Enter your PIN Number followed by pound sign (#)
- Follow instructions from the beginning “Access to your account”

Change Your PIN Number – Press 6

- Enter a New PIN number followed by pound sign (#)
- Re-enter the new PIN number followed by pound sign (#)
- Your PIN has been updated



Aurora Credit Union®

Thank you for calling Aurora Credit Union Voice Response Access (VIP)

Revised: 11/14/2013