

## Call 24 Audio Response

With your Call 24 Audio Response telephone teller system, you may access your accounts anytime day or night.

With Call 24 Audio Response, you can:

- Check your savings/loan balances
- Transfer funds
- Make loan payments
- Inquire about cleared checks
- Check on deposits/withdrawals
- And much, much more

## Call 24 is Easy to Use

To use Call 24 Audio Response, all you need is the following:

- Your account number, as listed on your statement.
- PIC# (Personal Identification Code) This is the last 4 digits of the social security number of the PRIMARY name on the account.
- A touch-tone telephone.

When you call the Call 24 Audio Response, a friendly voice will guide you through your transactions. Changes to your account are made immediately, accurately and confidentially.

## Things To Remember

- The # (pound) key must be pressed to conclude each entry
- Press the 0 (zero) to return to the previous menu selection
- Press the \* (asterisk) for help.
- To end your session, simply hang up.
- You may change your PIC number at any time.
- If you forgot your PIC number, you may contact the credit union. The PIC will be reset

back to the last 4 digits of the primary name on the account.

## Using Call 24 (All listings may not be available)

### TRANSACTIONS – 1

1. Savings to Checking Transfer
2. Revolving Credit Line to Checking Transfer
3. Revolving Credit Line to Savings Transfer
4. Trailer to Trailer (same account)
5. Account to Account Transfer
6. Check Request (Share Only)

### INQUIRIES – 2

#### Savings Inquiries – 1

1. Balance
2. Last 10 Transactions
3. Last 10 Payroll Transactions
4. Last 10 ATM Transactions
5. Last 10 Electronic Transactions
6. Last 10 Deposits
7. Last 10 Withdrawals.

#### Checking Inquiries – 2

1. Balance
2. Last 10 Transactions
3. Last 10 Payroll Transactions
4. Last 10 ATM Transactions
5. Last 10 Electronic Transactions
6. Last 10 Deposits
7. Last 10 Withdrawals
8. Last 10 Checks Cleared
9. Individual Check Cleared

#### Loans – 3

1. Balance, Line of Credit Available, Due Date, Payment Amount
2. Last 10 Transactions
3. Payoff and Daily Interest

#### Clubs – 4

1. Balance
2. Last 10 Transactions
3. Last 10 Payroll Transactions
4. Last 10 Electronic Transactions
5. Last 10 Deposits
6. Last 10 Withdrawals

#### Certificates – 5

1. Balance, Interest Rate, Maturity Date

2. Last 10 Transactions

## Using Call 24 (All listings may not be available)

### OTHER – 3

1. Change PIC (Personal Identification Code)
2. Order Checks
3. Loan Application Request
4. Loan Calculator
5. Savings Rates
6. Loan Rates
7. Certificate of Deposit Rates
8. Current/Last Year Dividends Received/Interest Paid

## Trailer Identification

OLD	NEW TRAILER/DEFINITION
A	00 – Share (Savings)
0	91 – Draft (Checking)
1	92 – Additional Draft
S	61 & 66 – 68 Secondary Share
Y	63 – Money Market
H	64 – Holiday Club
V	65 – Vacation Club
L	69 – Traditional IRA
B -W	71 – 89 Certificate of Deposits
D	29 – Overdraft Line of Credit
L	34 – Home Equity Line of Credit ( variable rate)
R	33-Home Equity Line of Credit (fixed rate)
Order	21-38 Loan Trailers

155 Pleasant St  
Attleboro, Ma 02703  
Office# 508-222-3009  
Fax # 508-222-7693

**GOLDLINE  
24 HOUR  
TOUCHTONE  
TELLER  
TOLL FREE  
1-866-867-4756**

## Hours of Operation

Monday - Lobby Drive Up	9:00 – 4:00 8:30 - 4:30
Tuesday - Lobby Drive Up	9:00 – 4:00 8:30 – 4:30
Wednesday-Lobby Drive Up	9:00 – 5:30 8:30 – 6:00
Thursday Drive Up	9:00 – 5:30 8:30 – 6:00
Friday-Lobby Drive Up	9:00 – 4:00 8:30 – 4:30
Saturday-Lobby Drive Up	8:30 – 12:30 8:30 – 12:30
Sunday	Closed

**GOLDMARK**  
FEDERAL CREDIT UNION