

LET'S GET TO KNOW SMART TELLER

Call Smart Teller at 203-377-5905 or toll free at 800-874-6424.
Smart Teller can also be reached through Sikorsky Credit Union's main telephone numbers.

About the Menu Options

Smart Teller is Sikorsky Credit Union's new and improved telephone banking system. Smart Teller uses a dynamic menu structure, which means that some menu entries listed below may not exist when you call depending on the state of your account. For example, if you do not have a credit card with Sikorsky Credit Union, you will not hear the credit card menu.

If you have two checking accounts, Smart Teller will recognize this and prompt you to pick which one to work with. The same is true for other deposit products, loans and credit card menus.

Smart Teller Menu

Prompt 1: "Thanks for calling Sikorsky Credit Union's Smart Teller. <for Spanish, press 2>"

Prompt 2: "For automated account information, press 1. For information on branches and business hours, press 2."

Prompt 3: "You can use your member number, tax-id or social security number to authenticate. To authenticate using a member number, press 1. To authenticate using a tax-id or social security number, press 2. To cancel this request, press #."

Prompt 4: "Please enter the member number, followed by the pound sign."

Prompt 5: "Please enter the primary member's Smart Teller PIN followed by the pound sign."

Smart Teller Options For Each Product Type

Checking

(select account if multiple exist)

- Checking Information (plays upon entering menu)
- Recent transaction activity
- Follow up on a specific check or range of checks
- Transfers and check withdrawals
- Report a lost or stolen debit card
- More choices
 - Process a withdrawal from checking
 - Reorder checks
 - Stop payment
 - Open a new checking acct
 - Dividends and interest
 - Activate debit card

Savings

(select account if multiple exist)

- Savings Information (plays upon entering menu)
- Recent transaction activity
- Transfers and check withdrawals
- Report a lost or stolen credit card
- More choices
 - Make a withdrawal from savings
 - Open a new savings account
 - Dividends and interest

Loans

(select account if multiple exist)

- Loan information (plays upon entering menu)
- Recent loan payments
- Make a loan payment
- Transfers and check withdrawals
- More choices
 - Loan payoff
 - Apply for a new loan
 - Apply for a new mortgage

Credit Cards

(select account if multiple exist)

- Credit card balance information (plays upon entering menu)
- Make a credit card payment
- Report lost or stolen credit card
- More choices
 - Apply for credit limit increase
 - Order a new or replacement credit card
 - Apply for a new credit card
- Obtain a PIN for credit card

More Choices

- Activate debit card or change debit card PIN
- Change Smart Teller PIN number
- Request a statement
- Certificate information (only if you have a certificate)
- IRA information and transactions (only if you have an IRA)