



LET'S GET TO KNOW AUTOMATED PHONE BANKING

You can access Automated Phone Banking by calling **203-377-5905** or **800-874-6424**. The system is also available through Sikorsky Credit Union's main telephone number.

About the Menu Options

Automated Phone Banking is Sikorsky Credit Union's new and improved telephone banking system. Our Automated Phone Banking 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.

If you have two checking accounts, Automated Phone Banking 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.

Automated Phone Banking Menu

Prompt 1: "Thanks for calling Sikorsky Credit Union's Automated Telephone Banking "For automated account information, press 1. For information on branches and business hours, press 2."

Prompt 3: "You can use your member number, account number, tax-id or social security number to authenticate. To authenticate using a Social Security Number, press 1. To authenticate using a member number, press 2, to authenticate using an account number press 3, to speak with Member Solutions press 4

Prompt 4: "Please enter the member number/account number/tax-id or social security number, followed by the pound sign."

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



Automated Phone Banking Options For Each Product Type

Please note if you have multiple products the menu will prompt you to select the account you would like to use.

Checking

- 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
 - Activate debit card
 - Reorder checks
 - Open a new checking acct

Savings

- 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

Loans

- 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

- 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 Automated Phone Banking PIN number
- Request a statement
- Certificate information (only if you have a certificate)
- IRA information and transactions (only if you have an IRA)