

**TECHNICOLOR**  
Federal Credit Union



**FYI TELLER**

**818-973-4910 - 800-TELL-FYI**

*24/7 FYI Telephone Teller Service User Guide*

The 24/7 FYI Telephone Teller is the secure and convenient service that provides access for members to their accounts from a telephone. For assistance, please contact the credit union Monday through Friday between the hours of 8:30 a.m. and 4:00 p.m. at:

Local Tel: (818) 973-4900

Outside California: (800) 973-4989



### **To use FYI all you need is:**

- 1 - A touch-tone telephone, or a touch-tone converter.
- 2 - Your TFCU credit union account number.
- 3 - Your 4-digit FYI Personal Identification Number (PIN)

### **A Few Shortcuts and Tips:**

- Always let FYI Teller finish speaking before you enter your request
- Always enter the pound sign ("#") to complete each entry
- There is no decimal point used for dollar amounts entered. For example, \$100.85 should be entered as "10085 and the pound sign ("#").
- Your PIN number is the last 4 digits of your Social Security Number. For security reasons, we recommend that you change your PIN after your first login.



## Instructions

- 1 - Enter your account number, followed by the “#” sign. (Example: 12345#)
- 2 - Enter your 4 digit security code (PIN), followed by the “#” sign. (Example XXXX#)
- 3 - The recorded voice will ask for a Service Code. Enter the appropriate Service Code for your transaction request (see below list of transactions with corresponding Service Code) followed by the “#” sign.
- 4 - Next you are asked to enter your ID#. You must know your two digit ID# for all of your accounts. (Example: your ID# is “10” for account number 12345-10)

## Examples of ID #'s

Share (Savings) Account ID = “00” - “09”

Checking Account ID = “10” - “19”

Regular Certificate ID = “60” - “79”



**Service Codes** (Main Menu)

- 1 - Balance Inquiry Menu
- 2 - History Inquiry Menu
- 3 - Withdrawals Menu
- 4 - Transfers Menu
- 5 - Checking Info. Menu
- 6 - Loan Info. Menu
- 7 - Additional Options
- 0 - Operator
- \* - End Session

**1 - Balance Inquiry Menu**

- 1 - Savings Balance
- 2 - Draft Balance
- 3 - Share Balance
- 4 - Loan Balance
- 5 - Open Share List
- 6 - Open Loan List
- 7 - Share Balance on Specific Date
- 8 - Loan Balance of Specific Date
- 0 - Operator
- \* - End Session
- # - Previous Menu

**2 - History Inquiry Menu**

- 1 - Last Payroll Deposit
- 2 - Last Deposit
- 3 - Share History
- 4 - Loan History
- 5 - Deposit History
- 6 - Recent Transactions
- 0 - Operator
- \* - End Session
- # - Previous Menu



### **3 - Withdrawals Menu**

- 1 - Savings Withdrawals
- 2 - Checking Withdrawals
- 3 - Share Withdrawals
- 4 - Loan Advance
- 0 - Operator
- \* - End Session
- # - Previous Menu

### **4 - Transfers Menu**

- 1 - Savings to Checking Transfer
- 2 - Checking to Savings Transfer
- 3 - Share to Share Transfer
- 4 - Loan to Savings Transfer
- 5 - Loan to Draft Transfer
- 6 - Loan to Share Transfer
- 7 - Savings to Loan Transfer
- 8 - Checking to Loan Transfer
- 9 - Share to Loan Transfer
- 0 - Operator
- \* - End Session
- # - Previous Menu

### **5 - Checking Info. Menu**

- 1 - Checking Acct. Balance
- 2 - Check # Inquiry
- 3 - Checking History
- 4 - Check Copy request
- 5 - Check Stop Payment
- 6 - Check Ordering
- 0 - Operator
- \* - End Session
- # - Previous Menu



## **6 - Loan Info. Menu**

- 1 - Loan Balance
- 2 - Open Loan List
- 3 - Loan Payment Inquiry
- 4 - Loan Payment History
- 5 - Loan Payoff Amount
- 6 - Loan Balance (Specific Date)
- 7 - Loan Advance Total
- 0 - Operator
- \* - End Session

## **7 - Additional Menu Options**

- 1 - Bill Payments
- 2 - Year to Date Information
- 3 - Fax Services
- 4 - Change Security Code (PIN #)
- 5 - Change Account
- 6 - Rate List
- 7 - Miscellaneous Inquiry
- 0 - Operator
- \* - End Session
- # - Previous Menu

**If you need any additional assistance, please contact the credit union at**

**(818) 973-4900 - LOCAL  
(800) 973-4989 - (Toll-Free  
Outside of California)**

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