



www.premier-sourcecu.com

24-Hour Hotline
413-526-0911

24/7 ATM Access
All SUM Network ATMs



This credit union is federally insured by the National Credit Union Administration



The shares and deposits of this credit union in excess of NCUA limits are insured by the Massachusetts Credit Union Share Insurance Corporation up to the limits set by Massachusetts law.

Rev. 2/09

24-Hour
HotLine
Telephone Banking



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The Hotline • 413.526.0911

The Hotline is our 24-hour, 7-days-a-week telephone banking service. It gives you the freedom to handle your own transactions from home, work, your car, or anywhere else there is a touch-tone phone. All this while keeping the security and privacy that you deserve.

The Hotline is a free service provided to you as a Premier Source Credit Union member.

When you call the Hotline, a voice will guide you through your transaction(s). Changes to your account are made immediately, accurately and confidentially. Please remember to not share your PIN number with anyone.

If you have any questions, please call us. We look forward to hearing from you.

Capabilities of the Hotline

The Hotline allows you to:

- Send a check to your home address from your savings account
- Retrieve your savings, checking and all club account balances
- Retrieve the date and amount of last deposit or withdrawal from any account
- Transfer funds between any two accounts
- Retrieve the amount and date of checks that have cleared your checking account
- Retrieve your principal loan balance, payoff, next payment, and payment amount due
- Retrieve tax information, including dividends earned and interest paid
- Get a quote of our current loan rates and get an estimated monthly payment amount

How to get the Hotline to work for you:

1. Call the Hotline number: (413) 526-0911.
2. Enter your account number followed by the # sign. (See your statement for account number and suffix)
3. Enter your PIN number followed by the # sign.
4. Enter the transaction code you wish to perform, followed by the # sign.
5. Enter 99#, when all your transactions are complete. Then hang up.

Hotline Helpful Tips

- The # key must be pressed to conclude each entry.
- Pressing ## will return you to the main menu.
- Enter the exact dollars and cents amount for each transaction.

One hundred dollars would be entered as 10000#.

- For loan payoffs, press LB# and keep listening for today's payoff amount.
- You may key ahead at anytime.
- To end the call, press 99# and then hang up.

Transaction Codes

Share or Checking Balance	.SB# or 72#
Share Withdrawal	.SW# or 79#
Withdrawal Amount	.\$100.00 = 10000#
Last Deposit	.LD# or 53#
Last Withdrawal	.LW# or 59#
Cleared Share Draft Checks	.SD# or 73#
Share Transfers	.ST# or 78#
Loan Balance	.LB# or 52#
Tax Information	.TI# or 84#
Loan Modeling	.LM# or 56#
Linked Accounts Menu	.676#
Linked Account Transfers	.678#
Loan Payments	.57#
Loan Rates	.56#

Verify your account suffix by looking on your statement or by calling a Premier Source Credit Union office.

Account Suffix Conversion Table

A = 21	H = 42	O = 63	V = 83
B = 22	I = 43	P = 71	W = 91
C = 23	J = 51	Q = 77	X = 92
D = 31	K = 52	R = 72	
E = 32	L = 53	S = 73	
F = 33	M = 61	T = 81	
G = 41	N = 62	U = 82	

Share draft (checking) 92#

HotLine

Telephone Banking Application

Name _____

Account Number _____

Address _____

Daytime Phone _____

New PIN Number

Signature _____