



# Bank-by-Phone Access Codes

# 508.207.1110

NBCU's **Bank-by-Phone** is an easy-to-use, menu-driven service that gives you 24-hour access to your NBCU accounts. Make confidential transactions and inquiries whenever it's convenient. Simply call the number above and follow the prompts to the desired service.

## Main Menu

- Press **1** for **Account Balance**
- Press **2** for **Account History**
- Press **3** to **Transfer Funds** or **Make a Payment**
- Press **4** for **Stop Payment**
- Press **5** for **More Options**

## Menu 1 (Account Balance)

Please select one of the following account types:

- Press **1** for **Checking**
- Press **2** for **Savings Account**
- Press **3** for **Certificates & Individual Retirement Accounts**
- Press **4** for **Loan Account**

## Menu 2 (Account History)

Please select one of the following account types:

- Press **1** for **Checking**
- Press **2** for **Savings Account**
- Press **3** for **Certificates & Individual Retirement Accounts**
- Press **4** for **Loan Account**

## Checking History

Please select one of the following search options:

- Press **1** for **All Transactions**
- Press **2** for **Last 5 ATM & Debit Card Transactions**
- Press **3** for **Withdrawals**
- Press **4** for **Deposits**
- Press **5** for **ATM and Debit Card Transactions**

- Press **6** for **Check Number**
- Press **7** for **Amount**
- Press **8** for **Date**

## Savings History

Please select one of the following search options:

- Press **1** for **All Transactions**
- Press **2** for **Last 5 Transactions**
- Press **3** for **Withdrawals**
- Press **4** for **Deposits**
- Press **5** for **ATM and Debit Card Transactions**
- Press **6** for **Amount**
- Press **7** for **Date**

## Certificate & Individual Retirement

Recent transactions will be provided

## Loan History

Please select one of the following search options:

- Press **1** for **All Transactions**
- Press **2** for **Last 5 Transactions**
- Press **3** for **Payments**
- Press **4** for **Advances**
- Press **5** for **Amount**
- Press **6** for **Date**

## Menu 3 (Transfer Funds or Make a Payment)

- Press **1** to **Transfer Funds Immediately**
- Press **2** to **Make an Immediate Cross Member Transfer**

- Press **3** to **Schedule a Funds Transfer**
- Press **4** to **Schedule a Cross Member Transfer**
- Press **5** for **Payments**
  - Press **1** to make an Immediate Payment
  - Press **2** to schedule a Payment
- Press **6** to **Hear Existing Scheduled Transfers**
- Press **7** to **Delete an Existing Scheduled Transfer**

## Menu 4 (Stop Payment)

Please select one of the following account types:

*Only checking accounts will be listed. If a member has multiple, the member will be prompted to select which account to withdrawal from.*

## Menu 5 (More Options)

- Press **1** to Change Your Pin
- Press **2** for Future Dated Transactions  
*ACH Information will be provided*

## At any time during this call, you can do the following:

- Press **1\*** for Help
- Press **3\*** for the Main Menu
- Press **8\*** to use Voice Recognition
- Press **9\*** to use a Different Member Number
- Press **#** to Repeat the Menu Options
- Press **\*** to Hear the Previous Menu