

# Automated Services

## Easy Step By Step Instructions for PAT

From a TouchTone® phone, call (231) 947-3333 or (800) 445-5728. When the system prompts, enter your Base Member Number and four digit Personal Identification Number as instructed.

Example:                      Base            99999#  
   PIN            1111#

You will then enter the **MAIN MENU** which consists of 5 options:

- |                 |                        |
|-----------------|------------------------|
| 1. Transactions | 4. General Information |
| 2. Inquiries    | 5. Next Member Number  |
| 3. PIN Change   |                        |

The services available from your 5 options are:

### 1. Transactions

- 1- from Checking Account
- 2- from Share Account

### 2. Inquiries

- 1- Balance on all accounts
- 2- Checking Accounts
- 3- Share Accounts
- 4- Loan Accounts
- 5- IRA Accounts

### 3. Change PIN

- 1- Caller can customize their PIN number

### 4. Central Info

- 1- Office Hours
- 2- Div./Int. Rates

### 5. Next Member Number

- 1- Allows caller to enter new member # and PIN #

The system will ask for your Share or Loan I.D. Enter the three digit I.D. for your account. Refer to your statement for the correct three digit I.D.

Do not enter decimals for dollar amounts. Example: \$10.00 is 1000. Questions? Please ask any Member Services Representative for assistance as you familiarize yourself with PAT.

*We are here to help our Membership!*

## Online Banking

*MAT – Members Anywhere Teller*

[www.memberscu.com](http://www.memberscu.com)

## Phone Banking

*PAT – Members Phone Audio Teller*

(231) 947-3333 or (800) 445-5728

## Online Bill Payment

*Members Bill Pay*

[www.memberscu.com](http://www.memberscu.com)

## Members Service Card

### Phone Audio Teller

(231) 947-3333 or (800) 445-5728

### Members Anywhere Teller

[www.memberscu.com](http://www.memberscu.com)

Member # \_\_\_\_\_

Savings ID# \_\_\_\_\_

Checking ID# \_\_\_\_\_

Loan ID# \_\_\_\_\_

**For your protection do NOT write your password on this card!**