

Service Codes

Easy Access is an audio response service allowing you access to your MVFCU accounts via telephone. When using Easy Access you are first asked for your account number, then your personal identification number (PIN) and a service code. You may also opt to have the service codes listed in a menu format while in an Easy Access session. Easy Access will guide you through each step of the transaction and verify the transaction type, account IDs and dollar amount prior to finalizing the transaction.

Helpful tips when using Easy Access

Tip #1

Transaction codes are called service codes. Account types are referred to as account IDs. Enter your security code number when asked for your access code.

Tip #2

You can transfer between different accounts if you are an authorized signer on both accounts. Once you activate this feature, you will be prompted accordingly from the Easy Access "operator".

Tip #3

Savings refers to your regular savings (99) and Account refers to all savings accounts including share certificates, IRAs and money market accounts on the base account.

Tip #4

Be sure to enter the pound sign (#) after each entry. Enter dollar amounts with no decimals (\$50 would be 5000) and enter dates as six digit numbers (July 1, 2009 = 070109).

Tip #5

Always end your Easy Access session with the 99# service code. You can interrupt the Easy Access monologue at anytime with a valid service code and the # key.

Balance inquiries

- 11# Share savings balance
- 12# Share draft/checking balance
- 13# Account ID balances
- 14# Effective account ID balance
- 15# Loan balance
- 16# Effective loan balance

Last transaction inquiries

- 21# Recent draft clearance
- 22# Recent ATM transactions
- 23# Recent ACH transactions
- 24# Recent payroll transactions
- 25# Recent loan payments
- 26# Last deposit
- 27# Last payroll deposit

Transfers

- 31# Savings to share draft
- 32# Share draft to savings
- 33# Account ID to account ID
- 34# Savings to loan
- 35# Share draft to loan
- 36# Account ID to loan
- 37# Loan to savings
- 38# Loan to share draft
- 39# Loan to account ID

Miscellaneous inquiries

- 41# Check clearance
- 42# Deposit history
- 43# Account ID history
- 34# Loan history
- 35# Loan payment
- 46# Loan payoff
- 47# Advances for month
- 49# PFD check posted (*seasonal*)

For more information, please call 907-745-4891 or 907-694-4891.

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.



Service Codes

(continued)

Tax Services

- 71# IRA Contributions
- 72# Dividends paid on shares
- 73# Interest paid on loans

Other Services

- 81# Help
- 82# Open acct. balance list
- 83# Open loan balance list
- 87# Change access code
- 88# Change transaction list count
- 99# Goodbye

Account IDs (suffixes)

- 01-10 Member loans
- 12 Line of credit
- 14-16 Home equity loans
- 20 Money market account
- 30-64 Share certificates
- 65 IRA share savings
- 66-76 IRA share certificates
- 77 Share draft
- 99 Share savings

For additional help:
Mat-Su (907) 745-4891
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