

Telephone Automated Instruction Manual



SONOMA
FEDERAL CREDIT UNION

To access your IVR dial **(707) 527-7828**

New User Instructions:

First Time Access (new members) :

New members must log in to the system using their Default Pin Number, which should be the last 4 of the members SSN.

Main Menu Options

- 1 Deposit Account Balance
- 2 Loan Account Balance
- 3 Transfer Funds for Deposit Accounts
- 4 Make a Loan Payment
- 5 CU Account Rates
- 6 Credit Union Hours
- 7 Change Access PIN
- 8 End This Call
- 9 Repeat This Menu

Share Balance Inquiry Menu

- 1 Last 5 Transactions
- 2 Last 5 Withdrawals
- 3 Last 5 Deposits
- 5 Last 5 Direct Deposits
- 6 Select a Different Account
- 7 Withdrawal By Check
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Share Transactions History Menu

- 1 Next 5 Transactions
- 2 Previous 5 Transactions
- 3 Repeat Current 5 Transactions
- 5 Select a Different Account
- 6 Select a Different Account
- 7 Return to Previous Menu
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Share Draft Balance Inquiry Menu

- 1 Last 5 Transactions
- 2 Last 5 Withdrawals
- 3 Last 5 Deposits
- 5 Last 5 Direct Deposits
- 6 Select a Different Account
- 7 Search for a Check
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Share Transactions History Menu

- 1 Next 5 Transactions
- 2 Previous 5 Transactions
- 3 Repeat Current 5 Transactions
- 5 Select a Different Account
- 6 Select a Different Account
- 7 Return to Previous Menu
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Loan Balance Inquiry Menu

- 1 Last 5 Transactions
- 2 Last 5 Payments
- 3 Last 5 Charges
- 6 Select a Different Account
- 7 Withdrawal By Check
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Loan Transactions History Menu

- 1 Next 5 Transactions
- 2 Previous 5 Transactions
- 3 Repeat Current 5 Transactions
- 6 Select a Different Account
- 7 Return to Previous Menu
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Requirements

IVR requires a touch-tone phone. Rotary phones are not supported.

For Assistance or Technical Support please contact:
Sonoma Federal Credit Union @ **707-527-6216**