

Our Upgraded Automated Telephone Banking System

We are pleased to introduce our Upgraded Automated Telephone Banking System. This system will enhance your telephone banking experience by providing a more secure, user friendly system.

This brochure will answer many of the frequently asked questions, and give you an outline of our upgraded system and its features.



Frequently asked Questions

Q. What is the number for Telephone Banking?

A. Our Toll free Number is (800) 955-6609

Q. Will my PIN Change?

A. No, We have made every attempt to streamline this migration and we have been able to maintain your current PIN.

Q. Does the Telephone Number Change?

A. No, we will be maintaining our current phone number

Q. When I call in, why does it make me select the account I tried to access again?

A. To help streamline the telephone banking experience, your account number and PIN work like a user id and password and provide you with access to all your accounts not just the one you entered. From this point forward all that is necessary is to select your account from those presented

Q. How do I change my PIN?

A. You will have an option from the Account Access Menu to change your PIN.

Outline of Our Upgraded System

1. Access your Account
 1. Inquire on an account
 1. Deposit Account
 2. Certificate Account
 3. Loan Account
 0. Transfer to CSR
 2. Perform a Transaction
 1. Account Transfer
 2. Loan Payment
 0. Transfer to CSR
 3. Change PIN
 0. Transfer to CSR
 - *. Return to the Previous Menu
4. Report a Lost or Stolen Card
 0. Transfer to a CSR
 - *. Exit the System



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