Telephone Banking Service FAQs

Q: How do I register for Speech Recognition for Telephone Banking service?

A:
- Dial into Telephone Banking: 505-888-8920 (800-356-3178 outside the Albuquerque area).

- Enter your member number, followed by the "#" (pound) sign.

- Enter your password (PIN), followed by the "#" sign. When you register for the first time, your PIN is temporarily set as the last four digits of your Social Security number.

Q: How do I change my Personal Identification Number (PIN)?

A: While in Speech Recognition mode, say "Change PIN" and follow the prompts. If you are in Telephone Keypad mode, select Checking and then press "5" to change your PIN, or you can contact a representative during business hours by pressing "0."

Q: Is there a time limit or limit to the amount of functions that can be performed during one call?

A: No, there is no time limit nor limit of functions that you can perform once you call in. However, if you do not request information for a short period of time, you will be prompted to make a selection. After the third prompt, the service will disconnect.

Q. If I have a question about the information I received, do I have the option of talking to a representative during the call, or do I have to hang up and call the Call Center phone number?

A: You can press "0" if you are in Keypad mode, or if you are in Speech Recognition mode, say "Operator" or "Member Service" and you will be transferred to a representative.

Note: During normal business hours, a representative will be available to assist you. If it's after business hours, you will receive the credit union's business hours and contact information.

Q: What does it mean when I call Telephone Banking and the system tells me my password has expired?

A: This means you have not yet changed your password from the original password (last four digits of your Social Security number). If you have changed your password several times and have reverted back to using the last four digits of your Social Security number, the service will recognize this by saying "the password has expired" and ask you to change it for security reasons. Follow the prompts to change your password.

Q: What happens when I enter the wrong password?

A: When you enter a wrong password three times, you will be transferred to a credit union representative during regular business hours. If this happens after regular business hours, the system will say "good-bye" and end the call. Please call back during business hours for assistance.