
Member Number (use for Internet Banking, Telephone Banking,
Mobile Apps, Call Center)

307083665

ABA/Routing Transit Number

EFT/Electronic Funds Transfer Number (use for Direct Deposits,
Automatic Payments, Check Orders)

IMPORTANT: Protect the information you write on this reference card.

Federally insured by NCUA

M245 12/15

TELEPHONE BANKING SERVICE

1. To access this service: Dial 888-8920 (800-356-3178 outside the Albuquerque area).
2. For telephone keypad service in english, press "1". For keypad service in Spanish, press "2". To access the speech mode option, press "3".
3. You will be prompted to enter your member number and your Personal Identification Number (PIN). If you do not know either of these numbers, call us at 889-7755 (800-347-2838 outside the Albuquerque area).

TELEPHONE KEYPAD

Press one of the following keys and follow the prompts:

- To access your accounts - Press "1"
- To speak with us (during business hours) - Press "0"
- To repeat this menu - Press "8"

SPEECH RECOGNITION

Choose from these options. Say your option and follow the prompts:

1. My Accounts
2. Member Service (during business hours)

SPEECH RECOGNITION TIPS:

- You may experience some difficulty if you are using Speech Recognition in a noisy environment or on a speaker phone. In these cases, we recommend that you use the keypad.
- If you want to stop and go back to a previous menu, just say "Main Menu" or press "9."
- At any time, you can say "Operator" for further clarification within Speech Recognition or press "0" for the Operator during regular business hours.
- At any time, you can hang up or say "good-bye".

QUICK-REFERENCE VOICE COMMANDS

- Checking Information
- Savings Information
- Certificate Information
- Loan Information
- Transfer Funds
- Main Menu
- Change PIN

Visit us at nusenda.org



Visa® Debit Card

Lost or Stolen505-889-7755 or 800-347-2838
After-hours800-754-4128
Outside the U.S., call Visa727-570-4881

ATM Card

Lost or Stolen505-889-7755 or 800-347-2838
After-hours888-241-2510
Outside the U.S.909-941-1398

Credit Cards

Lost or Stolen 24-hour Hotline Visa800-325-3678
Outside the U.S., call Visa303-967-1096
Lost or Stolen MasterCard800-627-8372
Outside the U.S., call MasterCard636-722-7111

Blocked Transactions (must call both): 800-890-5097 & 800-437-9392

APPS & TEXT BANKING INSTRUCTIONS

Apps

Put the power of information at your fingertips. You can manage your accounts securely anytime, anywhere with Text Banking or Mobile Banking apps.

- View Accounts
- Transfer Money
- Pay Bills
- Deposit Checks
- Locate a Branch or ATM
- Contact Us

TEXT BANKING

1. Enroll in Text Message Banking from within Internet Banking by selecting "My Profile," then "Text message banking."
2. Click the "Activate" button, enter your mobile phone number, and accept Terms and Conditions. Retrieve your activation code from your phone and enter it into the enrollment screen. From there you can set your preferences.
3. Command options texted to 454545:
 - BAL (primary account balance)
 - BAL ALL (all account balances)
 - BAL CHK (balances of all checking accounts)
 - BAL SAV (balances of all savings accounts)
 - LAST (last 5 transactions on primary account)
 - STOP (deactivate text service)
 - HELP (send info on the commands, how to use)
 - TRANS (transfer funds between accounts)
 Account information is in real time.

