

Alliant Phone Banking 800-328-1935

Quick Reference Guide

ALLIANT PHONE BANKING OPTIONS

When you call Alliant Phone Banking toll-free at 800-328-1935, you can complete your transactions via one of three paths:

- **Path 1:** Voice commands
- **Path 2:** Speech-enabled menus
- **Path 3:** Automated touchtone banking

Details and sample phrases are below.

WELCOME MESSAGE:

After you hear the Alliant Phone Banking welcome message, you can choose one of three paths to complete your transaction(s).

1. **Voice commands**
2. **Speech-enabled menus**
3. **Automated touchtone banking**

As always,
our friendly
Member Service
Representatives are
available 24/7 to
help you!

GETTING STARTED

Before completing your requested transaction, the system will ask you to confirm your identity. You'll be asked for two pieces of information:

1. Your Alliant member number
2. Your Alliant Phone Banking PIN (personal identification number)

For instructions, see page 2.

→ PATH 1: VOICE COMMANDS

Say a command – or ask a transaction-related question – to complete your transaction(s). Here are some examples of recognized commands and questions:

- "Transfer \$25 from savings to checking."
- "Withdraw from savings."
- "What's my savings account balance?"
- "Recent transactions"
- "What's my balance?"
- "What's the balance on my car loan?"
- "Apply for a loan."

→ PATH 2: SPEECH-ENABLED MENUS

Speak a menu option, department or service/product name to reach the appropriate person or department. Here are some examples of words and phrases to navigate the phone menu:

- "Company directory"
- "Car loan" or "Auto loans"
- "Visa" or "credit card" or "debit card"
- "Investments services" or "retirement" or "RIS" or "retirement and investments"

→ PATH 3: AUTOMATED TOUCHTONE BANKING

Use your telephone keypad to complete transaction(s). Please listen carefully and follow the menu prompts, or refer to the available menu options and paths as detailed on page 2 of this document.

Use your telephone keypad to complete transaction(s). Please listen carefully and follow the menu prompts, or refer to the available menu options and paths as detailed below.

PRESS 1 - BALANCE INQUIRIES AND RECENT TRANSACTIONS

Follow prompts to hear details on...

- Checking
- Savings
- Loans
- Credit Cards
- Certificates or IRAs

PRESS 2 - TRANSFERS

• First:

Enter the source account or press # for a list of available accounts.

• Second:

Enter the destination account or press # for a list of available accounts.

• Third:

Enter dollar amount for transfer.

PRESS 3 - MAKE A PAYMENT

Follow prompts to make a...

- Payment on Loan
- Payment on Credit Card
- Payment on Mortgage

PRESS 4 - WITHDRAWALS

Follow prompts to withdraw...

- From Savings
- From Checking
- From Loan Advance

PRESS 5 - OTHER OPTIONS

Follow prompts to hear about...

- Interest and Dividends
- Check Card Utilities
- Change Phone Banking PIN

GETTING STARTED

Instructions on how to find your member number and phone banking PIN.

Your member number

The easiest, quickest way to find your member number is on your Alliant statement. Your member number appears at the top right corner of the statement under "Account Number."

Account Number	Statement Period
12345	08/01/17 thru 08/31/17

If you don't have a statement on hand, you can easily access your Alliant statements in Alliant Online Banking at alliantcreditunion.com. After you log in, just click on the "Statements & Tax Forms" link in the right sidebar, then click the link to your current Alliant statement.

Your phone banking PIN

You can create your phone banking PIN right now through Alliant Online Banking (alliantcreditunion.com). Choose "Settings," then "Self Service Telephone (SST)" and follow the prompts. This method allows you to set your own PIN number so that you can select a number that is easy for you to remember. Or call an Alliant Member Service Representative 24/7 at 800-328-1935 to request that a random phone banking PIN be mailed to you. You can also create a PIN within the Phone Banking system. Please note that your phone banking PIN does not affect any existing Alliant PINs that you already have. Always keep your PIN private and confidential, and treat it as you would a credit card or check.

NAVIGATION TIPS

- 9** = Repeat the Information
- *** = Previous Menu
- 0** = Member Service Representative
- #** = Main Menu

- When entering a dollar amount, enter dollars and cents as one continuous number followed by the # sign (e.g., enter \$50.25 as 5025#).
- To confirm a successful transaction, do not disconnect until the system responds "successfully processed."

