

Self-Service 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 two self-service paths:

- **Path 1:** Voice commands
- **Path 2:** Automated touchtone banking


Details and sample phrases are below.

GETTING STARTED

Before completing your requested transaction, the system will ask you to confirm your identity. You can either provide:

- Your Alliant member number and your Alliant Phone Banking PIN (personal identification number); OR
- Your Social Security number and ZIP code

For instructions, see page 2.



And as always, our Member Service Consultants are also available 24/7 to help you!

→ PATH 1: VOICE COMMANDS

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

- “What is my last withdrawal?” or “Last withdrawal”
- “What’s my payoff?” or “My payoff”
- “When did my payment hit my account” or “Status of my payment”
- “How much interest did I earn?” or “Interest earned”
- “How do I apply for a credit card” or “Apply for a loan”
- “Can’t log in”
- “Get a replacement card”
- “Order checks”
- “Dispute a transaction”

→ PATH 2: 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.

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 below.

PRESS 1 - ACCOUNT INFORMATION

Follow prompts to hear details on:

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

PRESS 2 - CARD SERVICES

• **First:**

You can say "card services"

• **Second:**

Specify the card type or say "travel notification"

• **Third:**

For "debit card," you can activate, change your PIN or report a lost/stolen card.

For "credit card," you can dispute a charge or make a payment.

PRESS 3 - MAKE A PAYMENT

Follow prompts to make a:

- Loan payment
- Credit card payment
- Mortgage payment

PRESS 4 - TRANSFERS

• **First:**

Enter the account you'd like to withdraw from 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 5 - OTHER OPTIONS

Follow prompts to hear about:

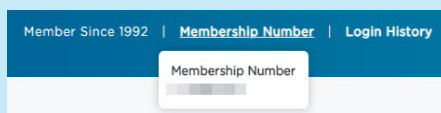
- Interest and dividends
- Stop payment
- Changing phone banking PIN

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 the overview page within online banking. Your membership number is available at the top right of the screen. Simply click to view.



You can also find it on your statements.

Your phone banking PIN

You can create or change your phone banking PIN through Alliant Online Banking (alliantcreditunion.com). Choose "My Profile & Settings," then "Self Service Telephone (SST)" and follow the prompts. This method allows you to set your own PIN that is easy for you to remember. Or call an Alliant Member Service Consultant 24/7 at 800-328-1935 to request a phone banking PIN to be mailed to you. You can also create a PIN within the phone banking system. Simply say, "Create PIN" or "Need to reset my PIN" to be directed to an agent for assistance. Please note that your phone banking PIN does not affect any of your existing Alliant PINs. Always keep your PIN private and confidential, and treat it as you would a credit card or check.

NAVIGATION TIPS

9 = Main Menu

0 = Agent

- 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."



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