



Want a faster way to access your selection in Dial24? Enroll with expert mode to use short codes to make your selection easier and faster.

### **How To Use Dial24**

1. Using a touch-tone phone, call 804-748-1417.
2. At the prompt, enter your member number and the # sign, followed by your PIN and the # sign.
3. At the prompt, enter the desired Service Code, then #.
4. Continue to follow Dial24 instructions. If requested, enter Savings/Checking ID or Loan ID number of a specific account.

## **Service Codes**

### **Balances & Account Information**

- 11# Savings Information
- 12# Checking Information
- 13# Certificate Information
- 14# Loan Information
- 15# IRA Information
- 16# All Account Balances
- 17# Account Balance on a Specific Day
- 18# Loan Balance on a Specific Day

### **Account History**

- 21# Recent Deposits
- 22# Recent Transactions
- 23# Pending Transactions
- 24# Loan History
- 25# Transactions by Date or Amount
- 261# Recent POS Transactions
- 262# Recent Debit Card Transactions
- 263# Recently Cleared Checks
- 264# Recent ACH Transactions
- 265# Recent Loan Payments
- 266# Recent Withdrawals

### **Transfers, Payments, & Advances**

- 3# Transfers, Payments, & Advances

## Checking Menu

- 41# Checking Information
- 421# Check Number Inquiry, Single Check
- 422# Check Number Inquiry, Range of Checks
- 431# Stop Payment, Single Check
- 432# Stop Payment, Range of Checks

## Loan Menu

- 51# Loan Information
- 52# Make a Loan Payment
- 53# Make a Loan Advance
- 54# Recent Loan Payments
- 55# Loan Payoff
- 56# Loan Balance on a Specific Day
- 57# Loan Advances for the Month

## Credit Cards

- 61# Credit Card Information
- 62# Make a Payment

## Withdrawals

- 71# Withdrawal from Savings
- 72# Withdrawal from Checking

## Additional Options

- 81# Change your Dial24 PIN
- 821# Interest & Dividends Paid, YTD
- 822# Contribution & Tax Info, YTD
- 83# Date of Last IVR Access
- 84# Savings Calculator
- 85# Loan Amortization
- 86# Expert Mode Preferences

## Additional Requests

- 0# Speak to an FSR

