

Telephone Banking Instructions

To access account information using telephone banking, members must be enrolled and have a password. Please visit or contact the credit union at 715-359-7012 if you would like to be enrolled.

Dial: 715-359-2382 or 800-606-5300

The Main Menu will ask you to choose:

1 - If you are a member *(to get account information and make transactions)*

Enter your member number (followed by the pound [#] sign)

Enter your password

The following Sub-Menu is then offered:

1 - Account Information

2 - Transfers and Payments

3 - Account Balances and Tax Information

4 - All Other Information

4 - Other Credit Union Information

1 - Membership Eligibility Information

2 - Rates: Shares and Loan Rates

3 - Credit Union Information: Location, Hours, CU Specials

4 - All Other Information

Each menu selection will branch out further. Please see the opposite side of this page for general information on how to navigate further through the system branches.

Helpful Tips:

- Use the pound key (#) to indicate the completion of an entry, except for password and menu number entries.
Example: To enter member number 2435, press 2435#
To enter the password 7788, only press 7788. You do not need to press the # key.
- When you enter dollar amounts, enter both dollars and cents. CORA will automatically insert the decimal point before the last two digits.
Example: To enter \$100.00, press 10000#
- You may “key ahead” any time during the telephone session by entering the next menu number without waiting for the voice prompt from the system. As a shortcut, we have provided the sequence of numbers you would press AFTER you get into the Main Member Menu to go more quickly to the noted selection.
- To back up to the previous menu, press the Star key (*) once.
- To hang up and end your call, press the 9 key at any time.

Please feel free to contact the credit union if you have any problems or concerns: 715-359-7012.



Main Member Menu

Account Information Menu - 1		Transfers & Payments Menu - 2		Account Balances & Tax Information Menu - 3	All Other Transactions Menu - 4	
Shares - 1	Loans - 2	Transfers - 1	Payments - 3	Advances - 4		
<p>1-Share Drafts* (1,1,1) 1-Transactions 2-Electronic Transactions 3-Cleared Drafts 4-All other transactions 1-ATM transactions 2-Debit Card Transactions 3-ACH Transactions 4-Deposits 5-Misc Transactions</p> <p>2-Regular Shares* (1,1,2) 1-Transactions 2-Electronic Transactions 3-All other transactions 1-ATM transactions 2-Debit Card Transactions 3-ACH Transactions 4-Deposits 5-Misc Transactions</p> <p>3-Certificates* (1,1,3) 1-Transactions</p> <p>4-IRAs (1,1,4) 1-IRA Share Account* 1-Transactions 2-Contributions 3-Distributions 4-All other information 1-YTD Information 2-Prior Year Information</p> <p>2-IRA Share Certificate* 1-Transactions 2-Contributions 3-Distributions 4-All other information 1-YTD Information 2-Prior Year Information</p>	<p>1-Loans (including Mortgages)† (1,2,1) 1-Transactions 2-Payments</p> <p>2-LOC & HELOC Loans† (1,2,2) 1-Transactions 2-Payments 3-Advances</p>	<p>1-Share to Share Transfers (2,1,1) 1-From Share to Share Draft 2-From Share to Share 3-From Share Draft to Share Draft 4-From Share Draft to Share 2-Transfer to Another Member (2,1,2) 1-From Share (suffix) to Other Member 2-From Share Draft (suffix) to Other Member</p>	<p>1-Loan Payments (2,3,1) 1-Payment From Share Draft 2-Payment From Share 3-Payoff Amounts (2,3,3) 1-Loan Payoff</p>	<p>1-Advances (2,4,1) 1-Advance to Share Draft 2-Advance to Shares</p>	<p>1-All Share Balances (3,1) 2-All Loan Balances (3,2) 4-Tax Information on Shares 1-Share Drafts (3,4,1) 2-Regular Shares (3,4,2) 3-Certificates (3,4,3) 4-IRAs (3,4,4) 5-Tax Information on Loans 1-Loans (3,5,1)</p>	<p>1-Change Password (4,1) 5-All other transactions 1-Loan Calculators (4,5,1)</p>
<p>* When you choose this item, a list of your accounts by that type will be provided from which you will choose your specific deposit account. CORA will then automatically provide the current balance, available balance, and last activity information before offering you the next sub-menu transactions listed.</p> <p>† When you choose this item, a list of your loans by that type will be provided from which you will choose your specific loan account. CORA will then automatically provide the current balance, next payment due date, and last payment date before offering you the next sub-menu transactions listed.</p>						