

Quick reference guide

STCU's telephone banking

Free 24 hours a day.

(509) 326-3971

Toll free at (800) 634-0311
in the United States and Canada.

- Check account balances
- Transfer funds
- Search for cleared checks, deposits
- Get loan balances
- Manage your password
- Report lost or stolen card

Once you are enrolled and logged into STCU's telephone banking, use your keypad to navigate through the menus shown below.

Getting started

1. Call one of STCU's telephone banking numbers, as shown above.
2. When prompted, key in your member number followed by the pound (#) key.
3. When prompted, key in the last four digits of your Social Security or Tax Identification Number followed by the pound (#) key.
4. Set up a secure, 6-digit password.
5. Follow the menu of choices to conduct a transaction.

Record your 10-digit STCU account numbers here:

Savings _____
Checking _____
First5 _____
MMA _____
Auto loan _____
Home loan _____
Other _____

Keep your 10-digit STCU account numbers handy. You may need them to complete transactions or inquiries. Your account numbers can be found on your STCU statement, your online banking account, or by visiting any STCU branch location.

Main menu

- 1 — Account information
- 2 — Funds transfer
- 3 — Branch information
- 4 — More options
- 0 — Contact STCU member service representative
(available during business hours)

Press * at any time to cancel and return to the previous menu.

1 — Account information

2 — Funds transfer

3 — Branch information

4 — More options

- 0 — Contact STCU member service representative
(works on all menus)

1 — Account information

- 1 — Checking/money market
- 2 — Savings
- 3 — Certificates
- 4 — Loans/credit cards

2 — Funds transfer

- 1 — Transfer between accounts
- 2 — Transfer to another member's account

4 — More options

- 1 — Lost card
- 2 — Check reorder
- 3 — Stop payment
- 4 — Change password