

To access the ASK SECU system, dial 1-800-275-7328 or 919-839-5400 (locally in Raleigh).

To access personal account information you must have a debit card and a 3-digit ASK SECU Personal Identification Number (PIN), not the same as your 4-digit ATM PIN. With each step, you can enter the number or say the words.

## MAIN MENU

- 1 Account Information
- 2 Lost or Stolen Card
- 5 Español
- 9 Repeat

FOLD

## 1 Account Information

- Key or say 16-digit debit card number one digit at a time
- Key or say 3-digit ASK SECU PIN
- If a phone number is on file, only the last four digits of the debit card number are required

## 1. DEPOSIT ACCOUNTS

### 1. Checking

- 1 Last 10 Deposits
- 2 Last 10 Checks
- 3 Last 10 Withdrawals
- 4 Pending Transactions
- 5 Specific Check
- 6 Year-to-date Interest
- 7 Balance and Rate Information
- 9 Repeat
- \* Main Menu

### 2. Money Market

- 1 Last 10 Deposits
- 2 Last 10 Withdrawals
- 3 Pending Transactions
- 4 Year-to-date Interest
- 5 Balance and Rate Information
- 9 Repeat
- \* Main Menu

FOLD

## 3. Share

- 1 Last 10 Deposits
- 2 Last 10 Withdrawals
- 3 Pending Transactions
- 4 Year-to-date Interest
- 5 Balance and Rate Information
- 9 Repeat
- \* Main Menu

## 4. CashPoints® Global

- 1 Last 10 Deposits
- 2 Last 10 Withdrawals
- 3 Pending Transactions
- 4 Year-to-date Interest
- 5 Balance and Rate Information
- 9 Repeat
- \* Main Menu

## 5. Retirement

- 1 Last 10 Deposits
- 2 Last 10 Withdrawals
- 3 Pending Transactions
- 4 Year-to-date Interest
- 5 Balance and Rate Information
- 9 Repeat
- \* Main Menu

FOLD

## 6. HSA

- 1 Last 10 Deposits
- 2 Last 10 Withdrawals
- 3 Pending Transactions
- 4 Year-to-date Interest
- 5 Balance and Rate Information
- 9 Repeat
- \* Main Menu

## 7. Certificates

- 1 Hear That Again
- 2 Another Certificate
- 3 Different Account
- 9 Repeat
- \* Main Menu

## 2. LOANS

### 1. Mortgage

- 1 Hear That Again
- 2 Payment Information
- 3 Tax and Interest
- 4 Another Loan
- 5 Different Account
- 9 Repeat
- \* Main Menu

## **2. Home Equity**

- 1 Hear That Again
- 2 Interest
- 3 Another Loan
- 4 Different Account
- 9 Repeat
- \* Main Menu

## **3. Salary Advance**

- 1 Hear That Again
- 2 Interest
- 3 Another Loan
- 4 Different Account
- 9 Repeat
- \* Main Menu

## **4. Open End**

- 1 Hear That Again
- 2 Interest
- 3 Another Loan
- 4 Different Account
- 9 Repeat
- \* Main Menu

## **5. Personal**

- 1 Hear That Again
- 2 Interest
- 3 Another Loan
- 4 Different Account
- 9 Repeat
- \* Main Menu

## **3. CREDIT CARDS**

### **1. Credit Card Information**

- 1 Hear That Again
- 2 Make a Payment
- 3 Payments Received
- 4 Interest
- 5 Another Card
- 9 Repeat
- \* Main Menu

## **4. TRANSFER FUNDS**

### **FROM Account**

- 1 Checking
- 2 Money Market
- 3 Share
- 4 CashPoints Global

### **5 HSA**

- 9 Repeat
- \* Main Menu

### **TO Account**

- 1 Checking
- 2 Money Market
- 3 Share
- 4 CashPoints Global
- 5 HSA
- 6 Retirement
- 7 Loan or Credit Card
- 9 Repeat
- \* Main Menu

*Please say or enter the amount you would like to transfer followed by the #. For example, you can say "seventy-five dollars" or enter it as 7-5-0-0 #.*

*Confirm and record confirmation number.*

- 1 Another Transfer
- \* Main Menu

## **5. LOAN ADVANCE**

### **FROM Account**

- 1 Open End Signature Loan
- 2 Home Equity Loan
- 3 Salary Advance Loan
- 9 Repeat
- \* Main Menu

### **TO Account**

- 1 Checking
- 2 Money Market
- 3 Share
- 4 CashPoints Global
- 9 Repeat
- \* Main Menu

*Please say or enter the amount you would like to advance followed by the #. For example, you can say "seventy-five dollars" or enter it as 7-5-0-0 #.*

*Confirm and record confirmation number.*

- 0 Representative
- 9 Repeat