

A1 Access

Phone Banking Technology

Your Accounts at Your Fingertips

We know that accessing your account anytime from anywhere is important. That's why we have A1 Access, American 1's telephone banking technology. A1 Access can help you with balance inquiries, transaction history, fund transfers, checking information, and loan payments from American 1 accounts, and other information. Simply call the access line and reach your accounts at **(800) 247-2296** – 24 hours a day, seven days a week.

Understanding Share IDs

When using the A1 Access technology, you will be asked for your "share IDs." These two-digit numbers identify your different shares (checking, savings, loans, etc.) and can be found on your monthly statement or in your Online Banking account. These ID numbers can also be found on the A1 Access "open share list" option [4#] in the balance inquiry. Common share IDs include "00" for savings, "02" or "80" for checking, and so on.



Boldly Generous. Convenient. Uncomplicated.



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Getting Started is Easy

To begin using A1 Access, simply dial (800) 247-2296 and follow the prompts to set up your account. You will need to enter your base account number, which can be found in Online Banking, on your American 1 membership card, on your American 1 checks, or stop into any American 1 branch location for assistance.

A1 Access allows you to:

- Make account balance or history inquiries
- Transfer money within multiple accounts
- Make loan payments
- Obtain loan advances
- Verify that a check has cleared

Secure Access

With A1 Access, your transactions are private and your information stays safe. An audio access code, along with your account number, allows only you to access your accounts. This code can be changed at any time.

Menu Mode

Press [#] to return to Main Menu. Press [*] to end call. A1 Access will ask for your account number followed by the [#] key. You will then be asked for the last four digits of your Social Security Number followed by the [#] key. Existing users will be prompted for your audio access code followed by the [#] key. New users will be required to choose a new audio access code. Further validation may be required if you are not calling from a phone number associated with your account before choosing your new audio access code.

Press 1: Balance Inquiry Menu

- [1] Checking balance (enter checking I.D.)
- [2] Any share balance
- [3] Loan balance
- [4] Open share list
- [5] Open loan list
- [#] Return to Main Menu

Press 2: History Inquiry Menu

- [1] Share history (enter share I.D.)
- [2] Loan history (enter loan I.D.)
- [#] Return to Main Menu

Press 3: Transfer Menu

- [1] Share to share transfer
- [2] Loan to share transfer
- [3] Share to loan transfer
- [#] Return to Main Menu

Press 4: Checking Menu

- [1] Checking balance
- [2] Check number inquiry
- [3] Checking history
- [#] Return to Main Menu

Press 5: Loan Info Menu

- [1] Loan balance
- [2] Loan payment inquiry
- [3] Loan pay-off amount for specific date
- [5] Credit card history
- [#] Return to Main Menu

For Added Convenience

You can also access your accounts through Online Banking. Visit american1cu.org to learn more.

