

# Que 24/7 Telephone Teller User Guide

1. Dial (800) 877-7328 (toll-free) or (301) 856-5000 (DC Area).
2. Press 1 for English or 2 for Spanish.
3. Enter your account number.
4. Enter your PIN.
5. Enter one of the Main Menu options, followed by the Transaction Type, and Transaction if applicable (*Starting at page 3 of this document*).
6. Enter # is needed only after typing any suffix number.
7. Enter 8 the end the call.
8. Enter 9 for the previous menu.
9. Enter \* to hear your choices again.

*When entering amounts with decimals, type the amount followed by the # symbol.  
Example: For \$50.25, type "5025#".*

## Commonly Used Features

### Check Checking Balance:

1. Press 1
2. Enter suffix number If you have more than one checking account
3. The system will provide the balance and availability

### Check If a Check Cleared:

1. Press 1
2. Enter Suffix Number if you have more than one checking account. *If not skip to step 3.*
3. Press 2
4. Press 4

### Last Checking Withdraw:

1. Press 1
2. Enter Suffix Number if you have more than one checking account. *If not skip to step 3.*
3. Press 2
4. Press 1

### Checking Withdrawal:

1. Press 3
2. Press 2
3. Press 1
4. Enter suffix number if you have more than one checking account

Savings Balance:

1. Press 2
2. Enter suffix number if more than one savings account
3. The system will provide the balance and availability

Savings Withdrawal:

1. Press 3
2. Press 2
3. Press 1
4. Enter suffix number if more than one savings account

Share to Share Transfer:

1. Press 3
2. Press 1
3. Press 1
4. Enter suffix number from
5. Enter suffix number to

IRA Suffix List

1. Press 1
2. Press 2
3. Press 9

## Main Menu

## Transaction Type

## Transaction

### Checking accounts (Press 1)

*Balance and amount available given automatically after suffix number and # entered.*

Deposit information (Press 1)

Account activity (Press 2)

Stop payment information (Press 3)

YTD dividends (Press 4)

Prior YTD dividends (Press 5)

Last checking deposit (Press 1)  
Last 5 deposits (Press 2)  
ACH and payroll deposits (Press 3)

Last 5 withdrawals (Press 1)  
Last 5 transactions (Press 2)  
Last 5 checks cleared (Press 3)  
Specific check cleared (Press 4)  
Electronic transactions (Press 5)  
YTD dividends (Press 6)  
Prior YTD dividends (Press 7)

### Savings accounts (Press 2)

*Balance and amount available given automatically after suffix number and # entered.*

Deposit Information (Press 1)

Account Activity (Press 2)

YTD dividends (Press 3)

Prior YTD dividends (Press 4)

Last 5 deposits (Press 1)  
ACH and payroll deposits (Press 2)

Last 5 withdrawals (Press 1)  
Last 5 transactions (Press 2)  
ATM transactions (Press 3)  
YTD dividends (Press 4)  
Prior YTD dividends (Press 5)

### Transfers or Withdrawals (Press 3)

Transfers (Press 1)

Withdrawal by check (Press 2)

Share to share transfer (Press 1)  
Share to loan transfer (Press 2)  
Loan to share transfer (Press 3)  
Cross account transfer (Press 4)

Withdraw from share (Press 1)  
Withdraw from loan (Press 2)

**Loans (Press 4)**

Loan inquiry (Press 1)

Balance and amount available (Press 1)  
Payment information (Press 2)  
YTD finance charge (Press 3)  
Last 5 transactions (Press 4)

Loan payoff (Press 2)

**Certificates (Press 5)**

Certificate balance (Press 1)

Certificate dividend rate and maturity date  
(Press 2)

Last 5 transactions (Press 3)

YTD dividends (Press 4)

Prior YTD dividends (Press 5)

**Change your PIN (Press 6)**