



## **VRU (KATIE) INSTRUCTIONS**

- **Dial 716-877-1630**
- **Press "1" after Katie's greeting**
- **Enter your account number and the "#" sign.**
- **Most account numbers are 6 digits. If yours is less than 6, insert a "0" first. Do not include 1/, 2/, etc. or any number after the decimal point.**
- **Enter your access code and the "#" sign.**
- **Your access code is the first 5 digits of your Social Security number. On a joint account, it is the number of the primary person named on the account.**
- **After your initial transaction, we suggest changing your access code to a private PIN. This can be done by using option #8. If you ever forget your PIN, call the office so we can re-activate your account.**

## **USAGE OPTIONS**

- **Press "1" to transfer funds or make a loan payment**
- **Press "2" to request a check from your account**
  - **Option "1" – check will be mailed**
  - **Option "2" – check will be picked up**
- **Press "5" to transfer your call to a staff member**

**TO ENSURE PROPER POSTING, YOU MUST NOT HANG UP UNTIL KATIE SAYS "YOUR TRANSACTION IS SUCCESSFUL".**

**2265 Sheridan Drive, Buffalo NY 14223 • 716-877-1630**