Quorum
FEDERAL CREDIT UNION

How to Use VoiceConnect:

- Dial (800) 874-5544, and press "1"
- Follow the menu prompts
- Enter your account number and PIN

In order to verify your identity, the first time you call in you will need to enter your account number, followed by the primary account holder's full social security or Tax ID number (this is the only time you will be asked to enter this). You will then be prompted to establish your PIN, which cannot start with a zero (0). International members: please call 1-914-641-3700, Monday through Friday, 8:30 a.m. - 7:00 p.m. ET to speak to a Member Service Representative in order to establish your PIN.

VoiceConnect Menu Options:

1 Account Balance
Options may change based on the type of accounts you have:

- **Press 1** for checking accounts
- **Press 2** for savings accounts
- **Press 3** for loan accounts
- **Press 4** for term or retirement accounts

2 Account History
System will prompt you to select the type of account first:

- **Press 1** for all transactions (all account types)
- **Press 2** for withdrawals (checking and savings only—for loans, this will be "Payment History")
- **Press 3** for deposits (checking and savings only)
- **Press 4** for ATM transactions (checking and savings accounts only)
- **Press 5** for last 5 checks cleared (checking accounts only)
- **Press 6** for check # (checking accounts only)

3 Transfer Funds or Make a Payment
- **Press 1** for funds transfer activities
  - Press 1 to transfer funds immediately
  - Press 2 to schedule a funds transfer
- **Press 2** for payments
  - Press 1 to make an immediate payment
  - Press 2 to schedule a payment
- **Press 3** to hear existing scheduled transfers
- **Press 4** to delete an existing transfer

4 Share Withdrawal
- **Press 1** for checking accounts
- **Press 2** for savings accounts

5 Interest Rates

6 Change your PIN

7 Speak to a Member Service Representative

8 Exit VoiceConnect and return to Quorum's main menu

⭐ Shortcuts

- **Press the ∗ key** to go back one menu
- **Press 0** to transfer to a Member Service Representative
- **Press 1 and the ∗ key** for help navigating through a sub-menu (allows you to skip quickly without listening to every item)
- **Press 3 and the ∗ key** to go back to the main menu

✓ Helpful Tip

Use the asterisk (∗) as a decimal point when entering funds (e.g. enter 50∗00 for $50.00)