

USING VOICE BANKING

LOCAL: (507) 387-3088

TOLL FREE: (877) 886-9100

1. **Press 1** for **English** / **2** For Spanish
2. Select or speak the action you would like to perform.

Say "Balances" or press 1
Say "Transaction History" or press 2
Say "Transfers" or press 3
Say "Loans" or press 4
Say "More Options" or press 5

3. At this point the system will ask you to login or enroll in the system. For enrollment follow the prompts. If you would like instructions please contact MVFCU.

NOTE: your user ID is your member number

4. Answer your security questions
5. Confirm your personalized message
6. Enter your PIN code (may be different than your debit card PIN)

Once logged in follow the easy to use prompts to complete your banking.



Mankato-Uptown Office

1640 Adams Street
P.O. Box 4399

Mankato, MN 56002

Mankato-Downtown Office

100 Memorial View Court

P.O. Box 4399

Mankato, MN 56002

Lobby Hours

Monday - Friday

9:00AM-5:00PM

Saturday (Uptown Only)

8:00AM-12:00PM

Drive-up Hours

Monday - Thursday

7:30AM - 5:30PM

Friday

7:30AM - 6:00PM

Saturday

8:00AM-Noon

Phone Numbers

Office: (507) 387-3055

Toll Free: (800) 247-0522

Fax: (507) 387-5235

A.R.T: (507) 387-3088

A.R.T. Toll Free: (877) 886-9100

Lost/Stolen Card: (800) 234-5354

Email

loan@mnvalleyfcu.coop

msa@mnvalleyfcu.coop

info@mnvalleyfcu.coop

www.mnvalleyfcu.coop



Federally insured by NCUA



Voice Banking

Greater Mankato's Community
Credit Union Since 1934

Serving Blue Earth,
Nicollet & LeSueur Counties

MVFCU's Voice Banking is a 24 hour, automated phone system that allows you to manage your accounts with real time account integration. Whether you're looking to check your account balance, listen to your transaction history or transfer funds, MVFCU's Voice Banking makes it convenient and is easy to use.

VOICE RECOGNITION AND TOUCHTONE OPTIONS

Voice Banking includes both touch tone and speech recognition capabilities, so you can choose to respond to the prompts by touch or voice, whichever is most convenient for you. With the touch tone option, you simply use your phones keypad to enter in the user name and PIN, then respond by touch to the voice prompts to complete your transactions. The speech recognition option uses sophisticated voice recognition technology that enables you to get to the functions you want by literally "asking."

ONLINE BANKING INTEGRATION

Locked out of Voice Banking? You can log into online banking and unlock your account anytime, anywhere.

ENGLISH AND SPANISH

Voice Banking is available in both English (default) and Spanish. To activate the Spanish option press "2" when prompted.

Enrolling in the New Voice Banking System.

Even if you used the A.R.T. system, you will need to re-enroll in the new Voice Banking System. **The most important thing when registering for the first time is to listen to the instructions you hear when you call.**

Voice Banking—formerly known as A.R.T. Enrollment Instructions

Follow these instructions on how to register.

1. You will hear the greeting, then it will ask you to either press the * key, or will ask you if you have previously enrolled in the telephone banking system. **Even if you were enrolled in A.R.T. you will answer by responding "No."**

2. It will then have you key in your user ID. This is your member number. Enter in your member number, then press #. **You do not enter in the first two letters of your last name as you did with the A.R.T. system.**

3. You will then be asked to key in your PIN code. Enter in your PIN then press #. This is the same as it was for A.R.T. If you do not remember your PIN code, call 507-387-3055 to have someone reset it for you.

4. It will then have you register the phone number you will usually call from. If the number you called from is the number you will usually use you say "Yes." Or select "1". If you will usually call from another number, key in your 10-digit phone number, including the area code.

5. It will ask if the number is your cell phone, if so press "1", if home press "2", if work press "3". You may then register additional phone numbers if you would like.

6. You will then need to choose 3 security questions to answer. You can choose from 6 options. To speed up your process, it is best if you know which questions you will answer and have the answers ready. You may choose from the following questions:

- **Oldest sibling's birthday (press 1)**
- **Youngest sibling's birthday (press 2)**
- **Number of grandchildren (press 3)**
- **Number of pets you had before you were 10 (press 4)**
- **Number of schools you attended (press 5)**
- **Your anniversary (press 6)**

Once you have set up the security questions, you should not have to answer a security question when you call from registered phone numbers.

7. You will now have to change your password/PIN code. It will have you enter in the new password/PIN code 2 times to ensure accuracy.

PASSWORD REQUIREMENTS

Your voice banking password must be:

- numeric value
- between 4 and 10 digits
- cannot repeat the same character 3 times in a row
- must not be the same as your Voice Banking username

**You are now registered
to use the
Voice Banking System!**

**If you have any other questions,
please call MVFCU at
507-387-3055.**