

New and Improved Telephone Teller!

Rivermark's new Telephone Teller system replaces service codes with a guided menu to make it even easier to access your accounts 24 hours a day using your touch tone phone.

This quick, convenient and confidential service is always free.



Tips for Success

- Press the # sign after entering your member number, access code, account numbers, transaction amounts and check numbers.
- Enter dollar amounts without a decimal point. \$100.00 is entered as 10000#, \$105.25 as 10525#.
- Check withdrawals are made payable and mailed to the primary member's address of record.
- Available account balances do not reflect outstanding checks, loan payments, preauthorized payments or debit card transactions.
- Because Telephone Teller provides real time access to your accounts, certain transactions are not allowed. These include withdrawals that take your balance below the minimum or Visa advances in excess of your credit limit.

Telephone Teller Pocket Guide

503.233.7628 • 800.233.7622

PHONE BRANCH:

503.626.6600 • 800.452.8502

www.rivermarkcu.org



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COMMUNITY CREDIT UNION

Short Cuts–Common Transactions

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Repeat Last Response 9
Cancel Transaction *#
Reach a Rivermark Representative 0

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Short Cuts– Common Account Numbers

Check your statement for your specific account numbers.

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Simply tear off the attached pocket guide and keep it in your wallet for quick Telephone Teller reference.

PHONE BRANCH:

Mon - Thurs: 8:00-5:00, Friday: 9:00-6:00, Saturday: 9:00-2:00

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