

## Helpful Hannah Telephone Teller

Helpful Hannah can process your transactions from work, home, mobile phone or anywhere you have access to a touchtone phone. You can find out what checks have cleared, transfer funds from one account to another or have a check withdrawal mailed to you. To access Helpful Hannah, you will need your Personal Identification Number (PIN). If you have not activated Helpful Hannah on your account, contact Member Services at 901-358-4496 or 800-999-3179 to do so.

### Getting Started:

1. Call Helpful Hannah **901-358-4619** anytime to access your account. To reach Helpful Hannah toll free **800-999-3179** (our toll-free number is available Monday – Friday).
2. After the greeting, enter your account number followed by the pound sign.
3. Enter your PIN number followed by the pound sign
4. Complete your transactions.
5. Press \* to end the session.

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## Helpful Tips on Using Helpful Hannah

- Calls are limited to 15 transactions or 10 minutes.
- Dollar amounts are entered without decimals (\$10.25 will be entered as 1025)
- You may need to know your share or loan ID numbers to conduct certain transactions
- Please go to the Balance Inquiry menu then to “List of Open Shares or Loans for a list of your account ID Numbers”

**The following instructions are using the MENU MODE only, for information about the EXPERT MODE, please contact a Member Service Representative.**

Menu Mode

Menu Mode takes you through each step of your transactions.

Menu Mode Code List

### Main Menu

- 1 Balance Information
- 2 History Information
- 3 Withdrawals
- 4 Transfers
- 5 Checking Information
- 6 Loan Information
- 7 Additional Information

### Balance Information - Press 1 then

- 1 Savings Balance
- 2 Checking Balance
- 3 All other Savings Balance
- 4 Loan Balance
- 5 Open Share List
- 6 Open Loan List
- 7 Account Effective Balance
- 8 Loan Effective Balance

**History Information - Press 2 then**

- 1 Last Deposit
- 2 Last Payroll Deposit
- 3 Account History
- 4 Loan History
- 5 Deposit History
- 6 Recent Transaction History
  - 1 Check Clearance
  - 2 ATM Transactions
  - 3 ACH Transaction s
  - 4 Payroll Transactions
  - 5 Loan Payments
  - 8 Shared Branch Transactions

**Withdrawals - Press 3 then**

- 1 Savings Withdrawal
- 2 Checking Withdrawal

**Transfers - Press 4 then**

- 1 Savings to Checking
- 2 Checking to Savings
- 3 Share to Share
- 4 Savings to Loan
- 5 Checking to Loan

**Checking Information - Press 5 then**

- 1 Checking Balance
- 2 Check Clearance
- 3 Recent Check Clearance
- 4 Check Copies
- 5 Check Stop Payments
- 6 Check Reorder
- 7 Check Number Range

**Loan Information - Press 6 then**

- 1 Loan Balance
- 2 Open Loan Balance
- 3 Loan Payment
- 4 Recent Loan Payments
- 6 Loan Effective Balance

**Additional Options - Press 7 then**

- 2 Year to Date Information
  - 1 IRA Contributions
  - 2 Dividends
  - 3 Loan Interest
- 4 Change Personal Preferences

After accessing Helpful Hannah, for the first time, you can customize your four-digit access code (PIN) to a code you can easily remember. We encourage to have a PIN you can easily remember.

- 1 Change PIN
- 2 Change to Expert Mode
- 5 Switch to another Account
- 6 Business Hours Locations and Rates
  - 1 Savings Rates
  - 2 Certificate Rates
  - 3 Loan Rates
  - 4 Business Hours and Locations

Our Member Services Representatives are available to answer your calls Monday through Friday 8 a.m. to 5 p.m., Central Standard Time.

Locally **901-358-4496**  
Toll-Free **800-999-3179**