

## Self Service Tools

When life is easy, you smile more. Since we're powered by our members' smiles, we developed self-service tools that make life easier. You can do everything you need to from the comfort of your home or on the go:



### Check Balances

Access your account at any time.



### Set Up Alerts

Customize your own alerts - and we'll keep you notified.



### Check Your Statement

Review your monthly statement at your leisure.



### Deposit Checks

Click. Send. Deposited. That was easy.



### Freeze Cards

Can't find your card? Turn it off in case someone else does.



### Update Contact Information

Keep it current, and we'll keep you informed.



### Pay Bills

Pay bills from the comfort of your own home.



### Activate New Debit/Credit Card

You're just a click away from using your new card.



### Send Secure Messages

The most secure way to talk to us.



### Transfer Money

When your funds are in *this* account and you need them in *that* account.



### Change Your PIN

Keep your account protected, anytime you need it.

## VIPS Automated Phone Banking

**(972) 263-9931 or (800) 235-0379 toll free**

### First Time Users:

Follow the prompts to create your access code. Once your access code is set up, you can opt in to Expert Mode, which allows you to quickly enter Service Codes rather than listening through menus.

### How to set up Expert Mode:

1. Enter your account number followed by the # sign
2. Enter your PIN number followed by the # sign
3. Press 7 for "additional options"
4. Press 5 for "expert mode"
5. Press 1 to confirm your choice

Service Codes can be found on the reverse side of this document, or at [TexasTrustCU.org/VIPS](https://www.texastrustcu.org/VIPS)

# VIPS Service Codes

## Balance Inquiries

- 30 Checking balance
- 31 Savings balance
- 32 Specified share account balance
- 33 Balance for every share account

## Transfers

- 10 Transfer funds from savings to checking
- 11 Transfer funds from checking to savings
- 12 Transfer funds from one share to another
- 13 Transfer funds from line of credit to savings
- 14 Transfer funds from line of credit to checking
- 15 Transfer funds from line of credit to specific share
- 16 Transfer payment from savings to loan account
- 17 Transfer payment from checking to loan account
- 18 Transfer payment from specified share account to loan account

## Withdrawals

- 20 Withdraw funds by check from savings account
- 21 Withdraw funds by check from checking account
- 22 Withdraw funds by check from specified share account
- 23 Obtain line of credit advance by check

## Loan Information

- 34 Balance for every loan account
- 35 Current loan payment information
- 36 Current loan balance
- 39 Mortgage loan inquiry
- 56 Loan advance history
- 80 Loan payoff amount
- 84 Audio loan application

## Checking Account Information

- 46 Check clearance history
- 51 Check clearance by check number range

## History Inquiries

- 40 Specific check clearance inquiry
- 41 Payroll deposit inquiry
- 42 Share account last deposit inquiry
- 43 Share account history
- 44 Loan account history
- 45 Share deposit history
- 47 ATM transaction history
- 48 ACH transaction history
- 49 Payroll transaction history
- 50 Loan payment history

## Additional Options

- 60 Dividends per share account
- 61 Loan interest payment history
- 62 IRA contribution history
- 70 Transfer to live operator
- 73 Rate information
- 91 Customize transaction history
- 92 Choose Spanish or English
- 93 Change business fax number stored in preference record
- 94 Change home fax number stored in preference record
- 95 Choose regular menu mode or expert mode
- 96 Change PIN
- 97 Switch to different account
- 98 Disconnect from VIPS
- 99 List of all transaction codes