

Service Code Transaction

Balance Inquiries

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

History Inquiries

- 40 Specific check clearance inquiry
- 41 Payroll deposit inquiry
- 42 Share account last desposit 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

Checking Account Information

- 46 Check clearance history
- 51 Check clearance by check number range
- 87 Order checks
- 88 Request copies of share drafts (checks)
- 89 Stop payment on a draft

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

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

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

Additional Options

- 60 Dividends per share account
- 61 Loan interest payment history
- 62 IRA contribution history
- 70 Transfer to live operator
- 73 Rate information
- 85 Request account statement by fax
- 86 Request account summary by fax
- 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

If there are multiple accounts,
VIPS prompts for a share ID.

Welcome to the VIPS Menu

First time users will be prompted to set up an access code the first time you call. After you set an access code, you have the option to set up “expert mode” so you can enter the codes listed in this brochure rather than listen through the menus.

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.

MAIN PHONE:
972.263.5171 (metro)
800.527.3600 (toll-free)
903.675.9221 (Athens)

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VIPS Quick Reference Guide

Voice Information Phone System

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