

Automated Teller Service

SDMCU's improved automated teller service replaces service codes with a guided menu to make it easier to access your accounts 24/7 using your telephone.

TIPS FOR SUCCESS

Accounts are conveniently labeled as, for example, "1" for Savings, "2" for Checking or "152" for Loans. (Please verify account labels in online banking or call 619-297-4835 for assistance)

Always press # sign after entering your member number, access code, account numbers, transaction amounts and check numbers.

When entering amounts, no decimals are required. \$100.00 is entered as "10000" or \$275.25 as "27525" followed by "#" sign.

Enter "1" to confirm or "2" to cancel a transaction.

Press "*" to return to the previous menu.

Press "0" for Credit Union Assistance. (During regular business hours)

"Other Accounts" in the menu system refers to non-primary Checking or Savings.

619-291-7101 • 800-829-1919

METROLINE Pocket Guide



Earning your trust. Building your future.

TO BEGIN

1. Dial 619-291-7101 or 800-829-1919.
2. Enter "1" to Sign On or "2" for Spanish.
3. Enter your Member Number then "#".
4. Enter your Access Code then "#".
5. Choose from the following Menu Options. (See Options 1-3 on the right)

FIRST TIME USERS

Your Access Code defaults to the primary account holder's last four digits of the SSN. You will need to create a new 8 digit PIN to maintain security.

PHONE CENTER HOURS

619-297-4835 or 888-90-SDMCU
Mon - Thurs: 8 am - 5 pm
Fri: 8 am - 6 pm

WWW.SDMCU.ORG

Use your Member Number & Metro-Line PIN for initial access. You will be prompted to create a new 8-20 digit password to maintain security.

1 ACCOUNT & LOAN INQUIRY

- 1 BALANCE**
 1. Savings
 2. Checking
 3. Other Accounts
- 2 ACCOUNT HISTORY**
 1. List of Deposits
 2. List of Withdrawals
 3. Dividends
 4. All Activities
- 3 CLEAR CHECKS**
 1. List on Primary Checking
 2. Specific Check
 3. List on Select Account
 4. Specific Check on Account
- 4 LOAN HISTORY**
 1. Balance & Payment Amount LOC
 2. Balance & Payment Amount on Another Loan
 3. Loan Interest Paid YTD

2 PAYMENTS, TRANSFER & WITHDRAWALS

- 1 LOAN PAYMENTS**
 1. From Savings
 2. From Checking
 3. From Other Accounts
- 2 TRANSFER**
 1. Savings to Checking
 2. Checking to Savings
 3. Loan to Checking
 4. Loan to Savings
 5. Other Accounts for Transfer
 6. Other Loan to Accounts
- 3 CROSS-MEMBER TRANSFER**
 1. To your Membership
 2. From your Membership
- 4 CHECK WITHDRAWALS** (Fees Apply)
 1. Check from Savings
 2. Check from Another Account

3 NEW ACCOUNTS OR OTHER ACTIVITIES

- 1 GO TO ANOTHER MEMBERSHIP**

Enter Member Number then "#"
Enter Access Code then "#"
- 2 SAVINGS RATES**

Visit www.sdmcu.org for current Rates
- 3 LOAN RATES**

Visit www.sdmcu.org for current Rates
- 4 CHANGE PASSWORD**
- 5 REPORT A LOST/STOLEN CARD**
 1. Report LOST
 2. Report STOLEN

PLEASE NOTE:

- * For Previous Menu
- 0 For Credit Union Assistance (During regular business hours)

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