

**Stronger Tru  
Stronger You**

## **Our New Phone Banking Service: TruCall**

### **Enrolling in TruCall is easy.**

All you need to use TruCall is a touch-tone phone,  
your account/member number and your Personal Identification Number (PIN).

#### **The first time you log into TruCall:**

Your temporary PIN is  
the last four digits of  
your Social Security  
number.

To keep your account  
secure, you'll be  
prompted to change  
your temporary PIN  
after you enter it in the  
system.

#### **TruCall Step-by-step:**

- \* Using your touch-tone phone, call (207) 772-0808 and then press "1."
- \* You'll be asked to enter your account/member number. Press # after you enter it.
- \* You'll be prompted to enter your PIN. Press # after you enter it. (See box at left for information about the first time log in.)  
*Be careful entering your PIN. If you enter it incorrectly three times, your PIN will be disabled. If that happens, please contact us at (207) 772-0808.*
- \* The next steps will vary depending on the transactions you wish to complete.
- \* The TruCall system will guide you through each step.
- \* When you've finished your last transaction, simply hang up.

#### **Main Menu Options**

- 1 Account inquiries—including balances and a list of your recent transactions
- 2 Perform money transaction—including transfers
- 3 Hear current TruChoice rates or calculate estimated loan payments
- 4 Change your PIN
- 5 Change to a different member number
- 6 Other TruChoice services—including locations and hours
- 8 Repeat the menu
- 9 End the call
- 0 Hear the tutorial—press \* when you're done to return to the menu

**Remember to use your new account suffixes (see list on next page)**

## Helpful Tips for Using TruCall

- \* Press the # key when asked. This signals TruCall to act on what you've chosen.
- \* Keep your PIN confidential. This protects your privacy and keeps others from getting access to your accounts.
- \* When entering dollar amounts, decimals aren't needed. For example, you would enter \$25.00 as 2500.

## New account suffixes

### SAVINGS:

Primary savings.....	000
Secondary savings.....	010
Checking.....	100
Christmas Club.....	040
Money Market.....	050
Traditional IRA.....	200
ROTH IRA.....	205
SEP IRA.....	215
Coverdell ESA IRA.....	210
ROTH Conversion IRA.....	220
Share certificate.....	300

### LOANS:

New auto.....	500
Used auto.....	510
Other secured loan.....	520
General purpose loan.....	540
ER line of credit.....	800
Home equity line of credit.....	810
First mortgage.....	600
Home equity (fixed rate).....	605
Secured loan (shares).....	560
Secured loan (certificate).....	580
Credit card.....	850

*Certificate and loan codes are printed on your statement.*

### ***Do you have more than one account of the same type?***

The additional suffixes will be the next number in the account type category. For example, if you now have a checking account that has an S10 suffix, the new suffix is 100. If you have a second checking account with an S10.1 suffix, the new suffix is 101.

**Questions about TruCall? Please call us at (207) 772-0808.**

**We're here to help.**