

VRU - Telephone Banking Quick Reference Guide

Access the First United Telephone Banking Service by dialing 1-800-218-1014

Please listen to the options carefully, as the menu has changed recently.

*** Prepare to have your VRU Access # (also known as the Telephone Banking Account #) along with your PIN #.**

After the greeting, select from these available menu options:

1. Deposit Account Information *

1. Checking Account Information

1. Transaction Activity
 1. Last 10 withdrawals & debits
 2. Last 10 deposits & credits
2. Verify Single Check or Dollar Amount has paid
 1. Inquiry on a specific check
 2. Inquiry on a specific dollar amount
3. Repeat Balance Information
4. Interest Information
5. Account Services
 1. To place a Stop Payment on your account
 2. To decide if the bank should authorize and pay overdrafts for ATM and Debit Card transactions

2. Savings Account Information

1. Transaction Activity
 1. Last 10 withdrawals & debits
 2. Last 10 deposits & credits
2. Repeat Balance Information
3. Interest Information
4. Account Services
 1. To decide if the bank should authorize and pay overdrafts for ATM and Debit Card transactions

2. Loan Account Information *

1. Mortgage

1. Payment Information
 1. Details on next payment
2. Payoff Information
 1. Today's Payoff
 2. Future Payoff (MM/DD/YY)
3. Interest Information
4. Escrow Information
5. Original Loan Information

2. Line of Credit

1. Payment Information
2. Payoff Information
 1. Today's Payoff
3. Interest Information
4. Information about advances on your account

3. To Transfer Funds Between Accounts *

1. From Checking
2. From Savings
3. From Line of Credit

4. To Change Your PIN (Personal Identification Number) *

5. To Verify Funds in an Account

Enter your account # followed by the # key

6. For ATM and VISA Check Card Functions

Prepare to enter Full Card Number and PIN, each followed by the # key

1. Assistance with Verified by VISA
2. To Report a Lost or Stolen ATM or VISA Check Card
3. Change PIN
4. Order Replacement for a Damaged Card
5. Review Security Tips

7. To return to the previous menu

This option is available once you have made an initial selection from the main menu

8. To return to the main menu

This option is available once you have made an initial selection from the main menu

0. To Speak to a Customer Care Officer

