



## User Guide

(865) 977-7603

(800) 404-9545

### Features

Access Line Telephone Banking includes the following features:

- Account Balance Information
- Account History
- Transfers between accounts
- Scheduled transfers
- Loan Payments
- Investment Information

### Registration

To register for the new Access Line, your User ID will be your member number only. If you were previously enrolled in the system, you will use the same PIN you used previously; however, you will be asked to change it during your first call to the new system. The new PIN will increase from a minimum of 4 digits to 6 digits.

### Voice Response Main Menu Options

#### Balances and Transaction History

- **Press 1** for Balances and Transaction History
- Follow the prompts to select the account for which you would like to hear a balance or transaction history, including checks that have cleared.

#### Transfers and Loan Payments

- **Press 2** for Transfers and Loan Payments
  - Immediate Transfer: To make the transfer immediately, press 1
  - Schedule a Transfer for a Later Date: Press 2 and follow the prompts

#### More Options

- **Press 5** for More Options Menu
  - Branch and ATM Locations: Press 1 and press \* to hear all locations
  - Stop Payments: Press 2 and select the applicable account
  - Change PIN code: Press 6 and then press 1
  - Loan Applications: Press 6 and then press 3
  - The \* key can be used to return to the main menu at any point during the call



**ALCOA TENN**  
Federal Credit Union

*A Place Where You Belong.*

## Regular Hours

Lobby & Drive Thru

Monday - Friday from 9:00 am - 4:30 pm

Open  
Friday  
until  
6:00 pm



**Main Office:** 124 N. Hall Road, Alcoa, TN 37701  
(Mail to P.O. Box 9001)  
(865) 977-3118 or **(800) 404-6008**

Open  
Friday  
until  
6:00 pm



**Foothills Office:** 425 S. Foothills Mall Drive  
Maryville, TN 37801  
(865) 977-1112

Open  
Friday  
until  
6:00 pm



**Fairview Office:** 2511 Highway 411 South,  
Maryville, TN 37801 - Near Wal-Mart  
(865) 982-4392

Open  
Thursday  
until  
6:00 pm



**Tellico West Office:** 160 Deer Crossing,  
Tellico West Business Center, Vonore, TN 37885  
(423) 884-6124



Internet Banking and Bill Pay

**OnLine ACCESS - (24 hr)**

***www.atfcu.com***

24 Hour Telephone Account Access

**AccessLine - (865) 977-7603 or (800) 404-9545**