

## **GTCall Telephone Banking**

### **GTCall, our touch tone voice banking.**

The following features will be available in GTCall:

- Access to your checking, savings, certificate and loan accounts
- Recent account activity
- Transfer money and review pending transactions
- Access maturity date, interest date and interest paid on your investment accounts
- Access the next payment date, due date, last payment amount, last payment received, interest paid, history, payoff amount and current annual percentage rate on your loan or line of credit
- Manage your account alerts
- Find a branch or ATM
- Reorder checks
- Withdraw money via check from your account(s)
- Change your personal preferences

Once the upgrade occurs, **you will need to enroll in the system upon your initial call to GTCall.** This applies to all callers, regardless if you have used GTCall.

You will be prompted to press the star (\*) key to enroll. **The enrollment process will take you 5 to 7 minutes to complete.**

You will first be given a choice to get balances or transaction history, transfers or more options. Select the option you'd like to do. Then **press the star (\*) key to enroll.**

#### **Enrollment Process:**

1. **Key in your user ID** – This is your GTFCU/ACU account number.

2. **Key in your PIN code** – This pin code is used to verify your account; you will set your new GTCall PIN in step 6. Please follow the scenario that best fits you:

- If you currently have a GTCall PIN, enter your current 4 digit PIN
- If you do not have a GTCall pin but you have a GTNet PIN, enter your current 4 digit PIN
- If you have neither, contact our Member Services Department at 800.749.9732

3. **Please key in the 10 digit phone number** you will usually call from.

- Is this number your cell phone press "1"; if Home press "2"; if Work press "3"
- If you would like to register another phone number please press "1". You may repeat the process to register three phone numbers: cell, home, and work.

4. **Set your security questions and answers.** The answers will need to be entered using the telephone number pad. Dates are two digits for month, two digits for day, and four digits for year.

You will need to choose three (3) of the following challenge questions. The system will prompt you to set up your first question and answer, then your second question and answer – followed by third question and answer

- To use your oldest sibling's birthday as a challenge question, press 1
- your youngest sibling's birthday, press 2
- the number of grandchildren you have, press 3
- the last four digits of your childhood phone number, press 4

- the age you were on your first date, press 5
- the number of pets you had before you were ten, press 6
- the numeric street address of your childhood home, press 7
- the number of schools you attended, press 8
- your anniversary, press 9

5. **Create a Personalized Message** – you can create (1) a personalized message or your name or choose from a prerecorded list (2).

6. **Enter your PIN code.** This code needs to be different from your first time use PIN in step 2. This is the PIN you will use in the future to access your account.

**Once you go through the enrollment process you can choose one of the following options:**

- Balances or transaction history, press “1”
- Transfers or Loan Payments, press “2”
- Alerts, press “4”
- For more options, press “5”

**The next time you use GTCall you’ll be asked to answer:**

1. One of your security questions
2. Confirm your personal message
3. Enter your PIN Code

If you have questions regarding the enrollment process or using GTCall, please contact our Member Services Department at 800.749.9732.