

(209) 524-5132 or (800) 266-8328

Accessing Valleyline

- Enter your ACCOUNT NUMBER, immediately followed by your ACCESS CODE, and then the # key
- Enter dollar amounts without decimals (\$10.50 as 1050)
- Enter dates as six-digit numbers (658/08 as 060508)
- Calls are limited to 10 minutes each
- To set up a Cross Account Transfer option, contact Member Service at (209) 549-8500 or (877) 549-4567. Your signature is required on an authorization form.

Two Access Options: Menu or Expert

Menu Mode

- Listen to the menu, and then select the appropriate option
- Please end all calls with
- Return to the previous menu, press #

Expert Mode – Use Expert service codes listed in guide

- Enter # after each service code entry
- Use # to stop the voice and make a new selection
- Use # to speed up account history
- Please end all calls with **99#**
- For an Expert Mode list of codes, press **30#**

Menu	Main Menu	Expert
1	Balance Inquiries	-
2	Transfers	-
3	Withdrawals	-
4	History Inquiries	-
5	Checking Information	-
6	Loan Information	-
7	Activate a New Card	60#
8	Lost or Stolen Cards	61#
9	Additional Options	-
0	Operator (during regular business hours)	
*	To end the call	
#	Return to pervious menu	
Menu 1	Balance Inquiries	Expert
1	Savings Balance	14#
2	Checking Balance	15#
3	Other Share Balance	16#
4	Loan Balance	20#
5	Open Share List (Account ID #s)	17#
6	Open Loan List (Account ID #s)	18#
7	Share Balance on Specific Date	31#
8	Loan Balance on a Specific Date	36#
Menu 2	Account Transfers	Expert
1	Savings to Checking	50#
2	Checking to Savings	51#
3	Share to Share	52#
4	Loan to Savings	53#
5	Loan to Checking	54#
6	Loan to Share	55#
7	Savings to Loan	56#
8	Checking to Loan	57#
9	Share to Loan	58#
Menu 3	Withdrawals	Expert
1	Savings Withdrawal	70#
2	Checking Withdrawal	71#
3	Share Withdrawal	72#
4	Loan Advance	73#

Menu 4	Histories	Expert
1	Last Payroll Deposit	23#
2	Last Deposit	24#
3	Share History	25#
4	Loan Payment History	26#
5	Deposit History	34#
6	Recent Transaction History	
	1 Check History	35#
	2 ATM History	48#
	3 ACH History	41#
	4 Payroll History	42#
	5 Loan History	26#
Menu 5	Check Information	Expert
1	Checking Balance	15#
2	Check Number Inquiry	22#
3	Check History	35#
4	Check Copy Request	43#
5	Check Stop Payment	44#
Menu 6	Loan Information	Expert
1	Loan Balance	20#
2	Open Loan List	18#
3	Loan Payment Inquiry	19#
4	Loan Payment History	26#
5	Loan Payoff Amount	21#
6	Loan Balance on Specific Date	36#
7	Loan Advance Total	37#
Menu 8	Lost or Stolen Cards	Expert
8	Lost or Stolen Cards	61#
1	Block a specific card number	
	1 ATM Card	
	2 Visa Card	
2	Block All Cards on this Account	
	1 Process	
	2 Cancel	
Menu 9	Additional Options	Expert
1	Year-to-Date	
	1 IRA Contribution	27#
	2 Dividend Information	28#
	3 Interest Information	29#
2	Change Preferences	
	1 Change Access Code	38#
	2 Change to Expert Mode	
	3 Change number of History Transactions in a Group	46#
	4 Change Language: English / Spanish	40#

