

Using 24-Hour TLC

1. Call the TLC number, **562-907-1965** or **1-800-287-7852, 1-800-2UPSTLC**
2. Press option "1" once you have signed up for TLC
3. Enter your account number followed by the # key
4. Enter your four-digit PIN, followed by the # key
5. Follow the system prompts
6. To end your session, simply hang up or enter "9"

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Signing Up for 24-Hour TLC

1. Sign up for 24-Hour TLC Teller by calling **562-907-1965**.
2. Press option "2" then option "1" when prompted by the automated attendant.
3. Enter your account number, then press the # key
4. The system will then ask for the last 4 digits of your social security number, followed by the # key.
5. Sign up is complete.

Account Suffix Conversion Table

A = Savings
X = Checking
H = Xmas Club
V = Vacation Club
P = Payroll Shares

Suffix A is 21#	Suffix N is 62#
Suffix B is 22#	Suffix O is 63#
Suffix C is 23#	Suffix P is 71#
Suffix D is 31#	Suffix Q is 77#
Suffix E is 32#	Suffix R is 72#
Suffix F is 33#	Suffix S is 73#
Suffix G is 41#	Suffix T is 81#
Suffix H is 42#	Suffix U is 82#
Suffix I is 43#	Suffix V is 83#
Suffix J is 51#	Suffix W is 91#
Suffix K is 52#	Suffix X is 92#
Suffix L is 53#	Suffix Y is 93#
Suffix M is 61#	Suffix Z is 99#

24-Hour TLC Telephone Teller

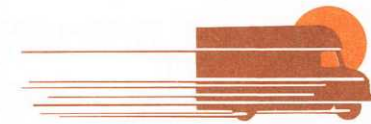


Teller Line Connection



**24-Hour TLC Telephone Access
to your Credit Union Accounts**

**562-907-1965
800-287-7852
800-2UPSTLC
(Toll Free)**



**UPS EMPLOYEES
FEDERAL CREDIT UNION**

8000 S. PAINTER AVE., P.O. BOX 831
WHITTIER, CA 90608-0831
(562) 907-1965

730 N. ARCHIBALD, SUITE C
ONTARIO, CA 91764
(909) 481-2805

24-Hour TLC

With 24-Hour TLC telephone teller system, you can reach your accounts anytime day or night. In effect, we put a teller in your home, office, car, or anywhere there is a touch-tone telephone.

With 24-Hour TLC you can:

- Check your share and loan balances
- Make check withdrawals
- Transfer funds
- Make loan payments
- Inquire about cleared drafts
- Check on deposits and withdrawals
- Request tax information
- Much, much more

Telephone Teller is Easy to Use

To use 24-Hour TLC, all you need is the following:

- Your account number as listed on your statement
- Your personal identification number (PIN)
- Touch-tone telephone

When you call the 24-Hour TLC, a friendly voice will guide you through your transaction. Changes, made to your account are made immediately, accurately, and confidentially.

Using TLC

Once you have signed up for 24-Hour Teller, accessing your accounts is easy:

1. Call the 24-Hour Telephone Teller number **562-907-1965** or toll free **1-800-287-7852, 1-800-2UPSTLC**.
2. Press option "1"
3. Enter your account number followed by the # key
4. Enter your four-digit PIN followed by the #key
5. Follow the system prompts

Things to Remember

- Press the # key to return to the previous menu
- Press ** to repeat current menu options
- Press "0" to speak with an operator, if you are calling during business hours
- Press "9" to end the call
- Enter the exact amount for each transaction, including dollars and cents (\$100.00, press 10000#)
- You don't have to wait for the voice prompt, you may key ahead at any time during the session

SHORT CUTS

After entering account number and PIN for:

Account information:	Press 1
Transfer from Savings to checking	Press 2, then 1
Loan Payments:	Press 3
Account Balances:	Press 4
Check Withdrawal from Savings:	Press 5, then 2
Cleared Drafts	Press 1, 1, 2

FOR ADDITIONAL INFORMATION,
LISTEN TO VOICE COMMANDS



Teller Line Connection

Quick Reference Card

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Cleared Drafts	Press 1, 1, 2

FOR SECURITY, NEVER DISCLOSE
YOUR PIN TO ANYONE
DO NOT WRITE YOUR PIN
ON THIS CARD

Always remember to update your records.