



**NCPD FCU's New**  
**Member**  
**Telephone**  
**System**

**MTS Telephone #:**  
**516-938-4077**

*Account Access*  
*Anytime, Anywhere!*



See Options Menu Inside

NCPD FCU has upgraded the Member Telephone System (MTS). Since the new MTS is quite different (more user-friendly and slightly more sophisticated) than our current MTS, this brochure will serve as a menu guide. We have also provided a link on our web site [www.ncpdfcu.org](http://www.ncpdfcu.org) that will give access to the brochure.

## **NCPD FCU'S MEMBER TELEPHONE SYSTEM**

MTS Telephone #: 516-938-4077

Enter 1 to sign on to your Member Account

Enter your Member Number followed by “#”

Enter your Access Code followed by “#”

### **1 - ACCOUNT & LOAN INQUIRIES**

#### **1 - Account Balances**

- 1 - Savings Balance
- 2 - Checking Balance
- 3 - Other Account Balance
- \* - Return to Previous Menu

#### **2 - Account History**

- 1 - List of Deposits
- 2 - List of Withdrawals
- 3 - Dividends Earned Year-to-Date
- 4 - List of All Activities
- \* - Return to Previous Menu

#### **3 - Check Clearing**

- 1 - List of cleared checks on this checking acct.
- 2 - Specific cleared check on this checking acct.
- 3 - List of cleared checks on a specific checking acct.
- 4 - Specific cleared check on a specific checking acct.
- \* - Return to Previous Menu

#### **4 - Loan Inquiries**

- 1 - Balance & Payment Info on Line-of-Credit Loan
- 2 - Balance & Payment Info on other Loans
- 3 - Loan Interest Paid Year-to-Date
- \* - Return to Previous Menu



## **2 - LOAN PAYMENTS, ACCOUNT & LOAN TRANSFERS, CHECK WITHDRAWALS**

### **1 - Loan Payments**

- 1 - From Savings
- 2 - From Checking
- 3 - From Specific Account
- \* - Return to Previous Menu

### **2 - Account Transfers**

- 1 - Savings to Checking
- 2 - Checking to Savings
- 3 - Line-of-Credit Loan to Checking
- 4 - Line-of-Credit Loan to Savings
- 5 - Specific Accounts for Transfer
- 6 - Specific Line-of-Credit Loan/Account for Transfer
- \* - Return to Previous Menu

### **3 - Cross Member Transfers**

- 1 - Transfers to your Membership
  - 1 - Account to Account Transfer
  - 2 - Account to Loan Transfer
- \* - Return to Previous Menu
- 2 - Transfers from your Membership
  - 1 - Account to Account Transfer
  - 2 - Line-of-Credit Loan to Account Transfer
  - 3 - Account to Loan Payment
- \* - Return to Previous Menu

### **4 - Checks Withdrawals**

- 1 - Check from Savings to be Mailed
- 2 - Check from Specific Account (i.e. Checking) to be Mailed
- 3 - Check from Savings to be Picked Up in Plainview
- 4 - Check from Specific Account (i.e. Checking) to be Picked Up in Plainview
- \* - Return to Previous Menu

## 3 - OTHER SERVICES

1 - Go to a Different Membership

2 - Savings Rates

3 - Loan Rates

4 - Change Access Code

5 - Stop Payment

1 - Single Check Stop Payment

2 - Stop Payment Range of Checks

3 - Stop Payment by Amount

\* - Return to Previous Menu

6 - Block Card(s)

1 - Report Card Lost

1 - Report Credit Card(s) Lost

2 - Report Debit Card(s) Lost

3 - Report ATM Card(s) Lost

2 - Report Card Stolen

1 - Report Credit Card(s) Stolen

2 - Report Debit Card(s) Stolen

3 - Report ATM Card(s) Stolen

0 - For Credit Union Assistance

5 - Disconnect

**Just a reminder:** As a courtesy to other MTS Users, please disconnect (now transaction code 5) from MTS instead of simply hanging up when you have completed your transactions. This will free the line(s) much more quickly, making it less likely that the next MTS user will receive a busy signal when calling.

### HELPFUL TIPS:

- Press 0 at any time to speak with a Credit Union Representative
- Press \* at any time to return to the previous menu
- Press 8 to move forward 5 items in history read back
- Press 9 to repeat the last read back



[www.ncpdfcu.org](http://www.ncpdfcu.org)

### MAIN OFFICE

777 Old Country Rd. ■ Plainview, NY 11803

516-938-0300 ■ Fax: 516-938-0311

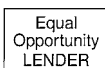
### BRANCH

1490 Franklin Ave. ■ Mineola, NY 11501

516-573-7260 ■ Fax: 516-573-7009

### Member Telephone Service

516-938-4077



We do business in accordance with the Federal Fair Housing Law and Equal Credit Opportunity Act

