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# Personal Automated Telephone Teller (PATT)

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PATT is your connection to Midland Teachers Credit Union, giving you immediate access to the information you need most often. With PATT, you can quickly and easily:

- ★ Make account balance inquiries.
- ★ Make transfers and loan payments
- ★ Verify deposits made to your account including electronic funds or ATM/Debit Card transactions.
- ★ Obtain an account history of the most recent transactions.

Discover the convenience of accessing your account 7 days a week, 24 hours a day, 365 days a year at NO CHARGE!

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## To use PATT you will need:

- ★ a touch tone phone / cell phone
- ★ your credit union account number
- ★ your Personal Identification Number (PIN) assigned during account opening.

(If yours is not a new account contact the credit union to select your (PIN) for your account. A (PIN) is required to access your account.)

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## Instructions on how to access PATT:

Call (432) 689-7288 (PATT). PATT will prompt you on how to use the system! At the Welcome Menu, you may select any option desired. PATT will always state the options available based on your personal account services. When you are finished, simply hang up to disconnect.

**“Hello – Welcome to your touch tone teller!”**

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## Welcome Menu

Press: 1) For English  
2) For Spanish

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Important messages from MTCU will be played here. Press 1 to skip message if you have already heard it.

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## Account number to access:

Enter your account number  
Enter your 4 digit PIN

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## Menu options:

- ★ Press 1 to select an account type to work with (savings / checking).
- ★ Press 2 to select transfer money
- ★ Press 3 to select all account balances
- ★ Press 4 to select more choices
- ★ Press (\*) to repeat options
- ★ Press (#) to go back to the main menu.

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## Balance announced on suffix selected:

- ★ Gives you the current balance in the account suffix including the holds.
- ★ Gives you the available balance in the account suffix that is available for access.

Select account summary -press 1

Select more detail -press 2

Select to transfer money or make payments or have a check sent from this account -press 3

Select to work with another account -press 4

Select more choices -press 5

Press (\*) to repeat options

Press (#) to go back to the main menu

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## Summary Menu:

- ★ Press # to list more cleared checks
- ★ Press 1 to hear summary again
- ★ Press 2 to select more detail
- ★ Press (\*) to repeat options
- ★ Press (#) to go back to the main menu.

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## More details menu:

(This function may be used to check deposit amounts also.)

- ★ Press 1 to Select list all transaction history
- ★ Press 2 to Select list cleared checks
- ★ Press 3 to Select deposits

- ★ Press 4 to Select withdrawals
- ★ Press 5 to Select ACH & payroll deposits
- ★ Press 6 to Select more choices
- ★ Press (\*) to repeat options
- ★ Press (#) to go back to the main menu.

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## Transfer funds menu:

This option is selected to transfer money between accounts or make payments or make withdrawals.

**\*limitations apply on your share/savings account. Please refer to your TIS disclosure.\***

- ★ Press the appropriate option for what you need to do. The options may change depending on the type of accounts you have:
- ★ Transfer from checking to account other than loan payment
- ★ Transfer from savings to account other than loan payment
- ★ Transfer to make payment from checking
- ★ Transfer into checking account from account suffixes other than loan
- ★ Transfer from your checking account to another members account.
- ★ To have a check sent from account to address on file.

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## Work with another account:

Press the appropriate option for what you need to do. The options may change depending on the type of accounts you have.

**To disconnect, simply hang up.**