

Audio Response

FREE 24-Hour Service



What is Audio Response?

When you use our FREE 24-hour Audio Response Service, from home or work, you can make financial transactions and get information on your account(s) with any touch-tone phone. Audio Response could eliminate unnecessary trips to a branch and provide you more control of your account, allowing you up-to-the-minute information on all account activities. Audio Response allows you to confirm which checks have cleared your account, check on account balances, transfer money between accounts, make payments on your loans or lines of credit, and much more.

Accessing Audio Response

To access Audio Response, you will need your account number and your Audio Response Personal Identification Number (PIN). To select your 4-digit PIN, call any of our Member Service Representatives at (530) 222-6060 or (800) 303-3838 during regular business hours and we will get you started with Audio Response right away at no additional cost.

Quick Tips and Suggestions

1. Dial (530) 222-6060, at any time during the greeting, press "2" and then "1" for Audio Response.
2. Have your account number and your Audio Response PIN ready to enter at the prompts.
3. "*" Will return you to the previous menu
4. "#" Will replay the entire menu
5. Press 5 to activate Action Code Prompting
6. Press 9 for Help Information

Audio Response Menu

PRESS 1: ACCOUNT BALANCE & TRANSACTION HISTORY

Option 1: Current Account Balance

- Press 1 - Savings
- Press 2 - Draft
- Press 3 - Line of credit
- Press 4 - Any suffix
- Press 5 - All active loans

Option 2: History of Deposits

- Press 1 - Savings - direct deposits
- Press 2 - Savings - all deposits
- Press 3 - Draft - direct deposit
- Press 4 - Draft - all deposits
- Press 5 - Lists all deposits to any suffix

Option 3: History of Withdrawals

- Press 1 - Cleared drafts
- Press 2 - ATM withdrawal - savings
- Press 3 - ATM withdrawal - draft
- Press 4 - ACH withdrawal - savings
- Press 5 - ACH withdrawal - draft

Option 4: Dividends Earned or Interest Paid Year to Date

- Press 1 - Dividends earned on savings
- Press 2 - Dividends earned on draft
- Press 3 - Interest paid year to date on a line of credit
- Press 4 - Dividends earned or interest paid on any suffix

Option 5: List of Cleared Drafts

- Press 1 - Play list of cleared drafts
- Press 2 - Inquire for individual draft number

Option 6: Play List of all Active Loans

Option 7: Complete History of all Accounts

PRESS 2: PHONE TRANSFERS

Option 1: Phone Transfers

- Press 1 - Transfer from savings to draft
- Press 2 - Transfer from draft to savings
- Press 3 - Advance from line of credit to draft

- Press 4 - Transfer between any two suffixes
- Press 5 - Transfer funds between different account numbers

Option 2: Check Withdrawals

- Press 1 - From savings
- Press 2 - From draft
- Press 3 - From any suffix
- Press 4 - Place stop payment

PRESS 3: CALCULATE LOAN PAYMENTS

- Press 1 - Calculate loan payment
- Press 2 - Calculate amount that can be borrowed

PRESS 4: SPECIAL SERVICES

- Press 1 - Change account pin
- Press 2 - Change to new account
- Press 3 - Play list of all active loans
- Press 4 - Place stop payment