

Call 612.798.7111

- 1 - English
- 2 - Spanish

1 - Select an Account

(System will prompt for SSN and PIN)

- a. Enter SSN
- b. Enter PIN
- c. Select Account
- d. Hear Summary Info.

- 1 - More Details (History, Stop Checks)
- 2 - Transfer Money / Make Payments
- 3 - Select Another Account

2 - Transfer Money

(System will prompt for SSN and PIN)

- 1 - Transfer from Current Account
- 2 - Transfer to Current Account
- 3 - Make a Loan Payment
- 4 - Advance from a Loan
- 5 - Withdrawal by check
- 6 - Transfer to Another Member's Account

Sequence and options will vary depending on account types available to the member.

3 - All Accounts Balance

(System will prompt for SSN and PIN)

All Accounts Balance

4 - General Information

Branch Hours and Locations

5 - Product Information

- 1 - Product Info.
- 2 - Calculate a Payment

6 - More Choices

- 1 - Change PIN
- 2 - Login w/ another SSN/Account

RBCU Phone Banking

Call Flow Chart

Detach and save this for future reference.

RBCU Phone Banking 612.798.7111

Press 1 for English or 2 for Spanish

Select: 1 to Select an Account
2 to Transfer Money
3 for Account Balance

4 for General Information
5 for Product Information
6 for More Choices

goes back to previous menu
* functions as decimal point (used when transferring funds)

- Savings
- 1 - All Transactions
- 2 - Deposits
- 3 - Withdrawals
- 4 - Last and YTD Interest

- Checking
- 1 - All Transactions
- 2 - Cleared Checks
- 3 - Deposits
- 4 - Withdrawals
- 5 - More Choices

5 - More Choices

- 1 - Interest
- 2 - Specific Check
- 3 - Stop Payment on a check

- Money Markets
- 1 - All Transactions
- 2 - Deposits
- 3 - Withdrawals
- 4 - Last and YTD Interest

- Loans
- 1 - Balance / Available Credit
- 2 - All Transactions
- 3 - Last Payment Information
- 4 - Next Payment Information
- 5 - Last and YTD Interest
- 6 - Escrow Information
- 7 - Next Interest Change Date

- Certificates
- 1 - Balance Summary
- 2 - Last and YTD Interest