



MIDLAND CREDIT UNION

TELEPHONE VOICE RESPONSE BANKING INSTRUCTIONS

First-Time Users Set Up Instructions

- Call the credit union at (515) 278-1994 & request a temporary "PIN Code" for Voice Banking. You'll need to provide your account information.
- Call the Voice Response System at (515) 226-8026
- Press "*" to enroll
- Enter your "User ID" (your full 4 to 7 digit account number or member number)
- Enter "Pin Code" provided by the credit union
- Verify your telephone number or enter a different telephone number
- Set up 3 challenge questions
- Set up a personalized message.
- Set up a new 4-8 digit "Pin" code

Note: If you encounter any issues during the set-up process, we recommend that you hang up and restart the set-up process from the beginning with the PIN number provided by the credit union.

General Instructions

- Call the Voice Response System at (515) 226-8026
- Select one of the following services
 - 1 Balances or Transaction History
 - 2 Transfers & Loan Payments
 - 5 More options
- Enter your "User ID" (your full 4 to 7 digit account number or member number)
- Confirm your personalized message
- Enter Your "Pin Code"
- Select "1" for Savings or "2" for Checking
- Hang-up once you have the information you need.

The Telephone Voice Response Banking System is available 24-7 to check on your account activity confidentially.