

**Bank by Phone with ShareLine**  
**866.325.3677**



Obtain account information when you need it, with a quick phone call to ShareLine, our toll-free automated telephone banking system. ShareLine offers you 24/7 access to your account information and allows you to perform many transactions. Here is just a sample of what you can do by calling our ShareLine: check account balances, transfer funds between accounts, transfer funds to make a payment on an Afena loan and hear a list of checks and debits that have cleared – all from the comfort of your home, office or anywhere you have access to a touch-tone phone. All you need to access ShareLine is your member number and access code.

**Here is some information to help get you started.**

**First Time Callers and Access Code Resets**

The first time you call in, you will be required to verify your identity. The system will ask you to enter your member number and verify your personal identification information. You will then be prompted to create your personal access code. You will only be asked for your personal identification information if you are a first-time caller or after your access code has been reset.

**To access ShareLine**

1. Call 866-325-3677 from a touch-tone phone
2. Enter your member number which is the same as your account number when prompted.
3. Enter your access code when prompted.

**Main menu options:**

- 1 – Account Balance Menu
- 2 – Account History Menu
- 3 – Funds Transfer and Payments Menu
- 4 – Share or Loan Withdrawal Menu
- 5 – Change your Access Code
- 6 – Credit Union Information

**Additional function keys**

*Press the # key to repeat an option.*

*Press 0 to be transferred to one of our member service representatives.*

*Press 3 and the \* key to return to the main menu.*

*Press 8 and the \* key at any time to use Voice Response.*

*Press 9 and the \* key to enter a different member number.*

**NOTE:** Menu options may be slightly different depending on the share or loan products you have. The ShareLine will only announce the available menu options that are available for the share or loan products you have with Afena.

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## **FREQUENTLY ASKED QUESTIONS**

### **What is an Account ID number?**

It is the four (4) digit number assigned to each of your shares and loans. Each savings, checking or loan product has an Account ID number. If you do not know your Account ID numbers, you can find this on your Account Statement.

### **How do I get my account balance?**

**From the Main Menu, press 1 for Account Balance Menu.** Balance information is available under the option Account Balances. It will provide you the current balance and available balance (amount minus any holds) and payment information on any loans.

### **How do I find out what checks or deposits have cleared?**

**From the Main Menu, press 2 for Account History Menu.** You can hear the entire history or you can narrow your search to just the items you want, like deposits, withdrawals or cleared checks. You can then search by amount or check numbers.

### **How can I do a transfer funds between my accounts?**

**From the Main Menu, press 3 for Funds Transfer and Payments Menu.** You can perform an immediate transfer of funds or you can schedule a transfer to happen sometime in the future. Transfers can be done just one time, monthly, or once every week. You can also listen to any transfers you set up for future dates or delete them.

### **Can I make a loan payment using funds from one of my Afena deposit accounts?**

**From the Main Menu, press 3 for Funds Transfer and Payments Menu.** Yes, that is correct. You follow the same steps that you use when transferring funds between two deposit accounts, except this time you choose a loan account as the account you want to transfer the funds to. Loan payment transfers can also be done just one time, monthly, or once every week.

### **How do I perform a check withdrawal?**

**From the Main Menu, press 4 for Share or Loan Withdrawal Menu.** Follow the prompts and the system will process your request and the check will be mailed to the primary member of the account, the next business day.

### **How do I change my Access Code?**

**From the Main Menu, press 5 to Change your Access Code.** You have the power to choose your access code and reset it whenever you like. Remember Access Codes must be between 4 and 15 digits.

### **Does the ShareLine have any general Credit Union Information available?**

**From the Main Menu, press 6 for the Credit Union Information.** This option will provide you with Afena's website and other useful credit union information.

**Still have questions? You can always call us at 765.664.8089, option 0 and someone will be happy to assist you!**