



TOWN OF HEMPSTEAD EMPLOYEES
FEDERAL CREDIT UNION

If you enjoy the 24/7 Access to your Accounts provided by E.T., make sure to check out these other convenient products and services:

- Free Home Banking
- Free Bill Payment
- Visa Debit Cards
- Direct Deposit
- Coin Counter
- eStatements
- Mobile Banking
- Financeworks

**COMMONLY USED
ACCOUNT NUMBERS**

****Refer to your statement for other specific account or loan numbers***

Primary Savings	1
Checking	2
Money Market	
Visa	
Line of Credit	

TOWN OF HEMPSTEAD
EMPLOYEES FEDERAL
CREDIT UNION

1830 Grand Avenue
Baldwin, NY 11510

Phone: 516-867-4730
Fax: 516-223-2218
E-mail: memberservice@tohefcu.org
Website: www.tohefcu.org



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CREDIT UNION



Electronic Teller
E.T.



E.T. Telephone #
516-867-8000

*Telephone Account
Access 24/7*

TOHEFCU's Electronic Teller Telephone System Menu Navigation

ET Phone Number—516-867-8000

Enter member number followed by # sign

Enter Access Code (PIN) followed by # sign

1 ACCOUNT & LOAN INQUIRIES

1. Account Balances
 1. Savings Balance
 2. Checking Balance
 3. Other Account Balance* Return to Previous Menu
2. Account History
 1. List of Deposits
 2. List of Withdrawals
 3. Dividends Earned YTD
 4. List of all Activities* Return to Previous Menu
3. Cleared Checks
 1. List of cleared checks on this acct
 2. Specific cleared check on this acct
 3. List of cleared checks on a selected acct
 4. Specific check on a selected acct* Return to previous Menu
4. Loan Inquiries
 1. Balance & Payment info on Line of Credit Loan
 2. Balance & Payment info on other Loans
 3. Loan Interest Paid Year-to-Date* Return to previous Menu



2 LOAN PAYMENTS, ACCOUNT & LOAN TRANSFERS

1. Loan Payments
 1. From Savings
 2. From Checking
 3. From selected Acct*Return to previous Menu
2. Account Transfers
 1. Savings to Checking
 2. Checking to Savings
 3. Line of Credit Loan to Checking
 4. Line of Credit Loan to Savings
 5. Selected Account for Transfer
 6. Selected Line of Credit Loan for Transfer*Return to previous Menu
3. Cross Member Transfers
 1. Transfers to your Membership
 1. Account to Account Transfer
 2. Account to Loan Transfer* Return to previous Menu
 2. Transfers from your Membership
 1. Account to Account transfer
 2. Line of Credit to Account transfer
 3. Account to Loan Payment* Return to previous Menu

3. OTHER SERVICES

1. Go to a Different Membership
 2. Current Rates—directs you to website
 3. Change Access Code (PIN)
 4. Report a Lost or Stolen Card after hours
 1. Visa Credit 1-800-543-5073
 2. Visa Debit 1-800-754-4128
- * Return to previous Menu

Helpful Tips:

Press 0 at any time to speak to a representative

Press * at any time to return to the previous Menu

The term account refers to the number of the actual savings or checking account. For example, 1 for Savings and 2 for Checking.



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