



# Guide to VRU menu 724-3659

Used at any time on the menu

Press \*: To repeat  
the options.

Press 8: To return  
to the previous  
menu.

Press 9: To end  
the call.

Press 1 for:  
Balances and  
Transactions.

Press 2 for:  
Payments,  
Transfers, Stop  
Payments and  
Photocopies.

Press 3 for:  
Cancel a lost or  
stolen ATH card  
or credit card.

Press 4 for:  
Request or get  
information about  
our products.

Press 5 for:  
Online Banking.

Press 6 for:  
Visa Infinite and  
Black Dual, get  
information about  
investment  
products or  
retirement plans.

Press 0 for:  
Claims or to talk to  
a service  
representative.

724-3651

724-3652

TelePago

For Deposit  
Accounts, **press 1**

For Credit Cards,  
**press 2**

For Personal  
Loans, **press 3**

For Mortgages,  
**press 4**

For Guaranteed  
Line of Credit ,  
**press 5**

For Auto Loans  
or Leasing ,  
**press 6**

For PREMIA  
Program, **press 7**

If you would like to  
hear the  
information again,  
**press 1**

For the last 10  
transactions,  
**press 2**

For information  
about another  
credit card,  
**press 3**

Checking

If you would like to  
hear the  
information again,  
**press 1**

For information  
about another  
deposit account,  
**press #**

For deposits in  
your checking  
portion, **press 2**

For transactions in  
your checking  
portion, **press 3**

For transactions  
using your ATH  
card, **press 4**

To find out if a  
specific check was  
paid or for  
transactions in  
your savings or  
reserve section,  
**press 5**

To talk to a  
representative,  
**press 0**

Savings

If you would like to  
hear the  
information again,  
**press 1**

For deposits in  
your savings  
portion, **press 2**

For transactions  
in your savings  
portion, **press 3**

For transactions  
using your ATH  
card, **press 4**

To make a  
payment, **press 1**

To make a  
transfer, **press 2**

For information  
about payments  
or transfers,  
**press 3**

To stop payment  
on a check,  
**press 4**

For photocopies of  
checks or account  
statements,  
**press 5**

To activate  
transfers,  
**press 6**

To schedule  
payments or  
transfers or to talk  
to a  
representative,  
**press 0**

To make fund  
transfers by code  
number, **press 1**

To make a transfer  
by list of accounts.  
The system will  
begin reading the  
list of accounts  
from which to debit.  
After selecting one,  
it will read the  
account that will  
receive the transfer,  
**press 2**

To make payments  
by code number,  
**press 1**

To make payments  
by list of registered  
payments. The  
system will begin  
reading your list of  
businesses starting  
with those you use  
more frequently,  
**press 2**