

Dialing into Smart Teller

Call 800.242.2120:

- Press “1” for Smart Teller
- Choose between Touch Tone (Press 1) or Speech Recognition (Press 2), or stay on the line and both options are available.
 - If Spanish is selected, only Touch Tone is available. We currently do not offer a Spanish option for Speech Recognition.

*If you’re a **first-time user**:*

You will be prompted enter your personal information to activate your account. Then, you’ll be able to create a PIN to use as your secure passcode each time you log into Smart Teller. Please note, we will never call or text you to request your passwords, passcodes, or PIN. Keep your personal information and PIN safe. Do not give out this information.

*About **Speech Recognition**:*

This feature allows you to voice your selections aloud. Instead of pressing 2 on the keypad, you can simply say the word, “two.” Smart Teller also responds to short phrases, such as “I need to transfer funds,” “What is my savings balance,” or “Speak to an agent.”

Navigating the Smart Teller Menu

As you handle your banking with Smart Teller, keep in mind that the menu options will reflect the details of your account. Some menu options that are listed below will be skipped if you don’t have a certain type of account or are unable to transact on a share or loan. For example, if you don’t have a mortgage with Visions, Smart Teller won’t prompt you with mortgage options.

Did you enter the wrong prompt? In most cases, simply press # to return to the previous menu.

Any questions? Press 0 during our Contact Center business hours and you’ll be transferred to speak with a representative.

Press/Say 1 – Balance Inquiries

- For **savings balances**, select option 1
- For **loan balances**, select option 3
- To hear a **list of open share accounts**, select option 4
- To hear a **list of open loan accounts**, select option 5

Press/Say 2 – Process Transfers or Loan Payments

- To **transfer funds**, select option 1
- To **make a payment**, select option 2. Then follow prompts for:
 - Loan payments
 - Credit card payments
 - Mortgage payments
- For **loan or credit card advances**, select option 3

Press/Say 3 – Withdraw Funds

- Follow prompts to **withdraw a check**, which will be sent to your mailing address on file. Expected arrival time is 7-10 business days

Press/Say 4 – Transaction History

- To hear your **most recent payroll deposit**, select option 1
- To hear your **most recent deposit**, select option 2
- For **recent transactions**, select option 3
- For **loan history**, select option 4
- For **year-to-date information** about interest or dividends, select option 5

Press/Say 5 – Checking Account Information or Stop Payments

- For **checking balances**, select option 1
- For **recently cleared checks**, select option 2
- To **place a stop payment** on a check or a series of checks, select option 3

Press/Say 6 – Loan, Credit Card, and Mortgage Information

- For **loan information**, select option 1. Then:
 - For loan balances, select option 1
 - To hear a list of open loan accounts, select option 2
 - For a loan payment inquiry, select option 3
 - For recent loan payments, select option 4
 - For a loan payoff, select option 5
 - For your loan balance on a specific date, select option 6
 - For recent loan advances, select option 7

Smart Teller

Automated Telephone Banking



- For **credit card information**, select option 2
 - Follow prompts for credit card options
- For **mortgage information**, select option 3
 - Follow prompts for mortgage options

Press/Say 7 – Additional Options

- To **change your PIN**, select option 1
- To **manage Smart Teller alerts**, select option 2
- To **log in with another member number**, select option 3