

Phone & Online Banking Guide



Getting Started

- Go to **www.lmcu.org**
- Click *Initial Setup* in the Online Banking module.
- Continue the registration process by clicking where prompted and verifying your account information.
- Next, you will select three security questions and enter answers that can be used to help verify your identity in the future.
- To complete registration, select a personal image and phrase that will be displayed on the LMCU Online Banking sign-in page.

Need Assistance?

Contact us at (800 or 616) 242-9790, via email at members@lmcu.org or via Live Chat on our website at lmcu.org.



Getting Started

- Call (616) 942-3360 or (800) 796-3360.
- Enter your Account Number followed by the # key.
- Enter your 9-digit Social Security Number followed by the # key.
- Choose an Access Code (any 4-digit number that you choose).
- The system will then verify the Access Code you chose. Press 1 to confirm your Access Code or 9 to cancel.

Quick Tips

- When entering dates, use a 6-digit format. For example: *March 17, 2011 is 031711.*
- When entering dollar amounts, DO NOT use decimal points. For example: *\$100.00 is 10000.*
- You will receive a confirmation number when you complete your transaction.



Phone Banking Menu Guide

At Any Time

Replay Menu	Press 0
Return to Previous Menu	Press #
To End the Call	Press *

Balance Inquiries

Press 1

Share Balance	Press 1
Savings/Checking	Press 1
Other Deposit Accounts	Press 2
All Shares	Press 3
Loan Balance	Press 2
All Loans	Press 3

History Inquiries

Press 2

Last Payroll Deposit	Press 1
Last Deposit	Press 2
Share History	Press 3
Loan History	Press 4
Deposit History	Press 5
Recent Transaction Activities	Press 6
Checking History	Press 1
ATM History	Press 2
Share ATM History	Press 1
Loan ATM History	Press 2

History Inquiries (cont'd)

ACH History	Press 3
Payroll History	Press 4
Loan Payment History	Press 5
Debit Card History	Press 6

Transfer Menu

Press 3

Savings or Checking Transfers	Press 1
Within Own Account	Press 1
Another Member's Account	Press 2
Savings to Loan Transfer	Press 2
Within Own Account	Press 1
Another Member's Account	Press 2
Loan to Savings Transfer	Press 3
Within Own Account	Press 1
Another Member's Account	Press 2

Checking Information

Press 4

Checking Balance	Press 1
Checking History	Press 2
Check Number Inquiry	Press 3
Check Number Range	Press 4
Debit Card History	Press 5

Loan Information

Press 5

Loan Balance	Press 1
All Loans	Press 2
Loan Payment Inquiry	Press 3
Loan Payment History	Press 4
Loan Payoff Amount	Press 5
Loan Advance Totals	Press 6
Mortgage Loan Inquiry	Press 7
Make a Mortgage Payment	Press 8

Additional Options

Press 6

Year-to-Date Information	Press 1
IRA Contribution	Press 1
Dividend Information	Press 2
Interest Information	Press 3
Change Settings	Press 2
Access Code	Press 1
Change Account	Press 3

[Need additional help with Phone Banking or another LMCU service?](#)

Call us at **(800) 242-9790**—

Monday-Friday, 8am-7pm

Saturday 9am-1pm