

Voice Recognition Option

Welcome to Dort by Phone! Listen to the prompts, when you hear the one you want, say it.

- My Accounts
 - Lost Card – Say or enter the number of the card that was lost or stolen
 - Branch or ATM Information – Office locations will be listed
 - PIN Change – In order to change your PIN number, enter a new 4 to 8 digit PIN in the key pad
 - Rates – Information on Savings and Loans
- If you want to go back a step just say "Go Back"

To access your accounts, say "My Account"

- You will be prompted to say your member number and your PIN.

To check account balance, say "Balance."

Then, say one of the following:

- Checking
- Savings
- Certificate or IRA
- Loan
- Credit Card

To check account history, say "Account History."

Then, say one of the following:

- Checking
- Savings
- Certificate or IRA
- Loan
- Credit Card

To make a transfer, say "Make a Transfer."

Then, say one of the following:

- Checking
- Savings
- Loan

810.600.4093 or 866.388.7336

Dort by Phone

To stop payment of a check, say "Stop Payment."

- The system will then notify you that a fee will be charged.
- If you would like to stop payment of a check, say "Yes."

To reorder checks, say "Reorder Checks."

- The system will then ask you how many boxes of checks you would like.

To withdraw funds with a check, say "Withdrawal Check."

- When you hear the account you would like to withdraw from, say it.

To log in with another member number at any time, say "Change Member."

If you need to talk to a Member Service Representative, say "Agent."

To end call, please hang up.



So many ways to manage your money

Which one is best for you?

ONLINE

DortOnline.org

E-MAIL

feedback@dortfcu.org

TELEPHONE

810.767.8390
800.521.3796 Toll Free
810.235.3211 TDD

MAIL

Dort Federal Credit Union
PO Box 1635
Flint, MI 48501-1635

IN PERSON

2845 Davison Road
East of Dort Highway

5091 West Pierson Road
West of Linden Road

1091 West Hill Road
West of Fenton Road

1441 South State Road
South of I-69

9050 Holly Road
East of I-75

14265 Fenton Road
North of S. Long Lake Road

1724 DeMille Road
West of M-24

We Open Doors
To Your Dreams.



Introducing **Dort** BY
Phone

*Dort Federal's New Automated
Telephone Banking System*

At work. At home. In the car. On
your travels. Wherever you are,
if you're near a phone, you're
connected to Dort Federal!
Dort by Phone is our free,
easy-to-use, voice or telephone
key pad activated banking system
that lets you conduct financial
business when and
where you want.

What Do You Want to Do?

Dort by Phone lets you do it all

- Check account balances and transfer funds
- Obtain account history
- Stop payment of a check
- Reorder checks
- Withdrawal check
- Deactivate a lost or stolen card
- Obtain Branch or ATM information
- Change your PIN
- Hear our latest saving and loan rates
- Connect with a Dort Federal representative
- Process cash advances on your CAL (Cash Action Line), HELOC, or Dort Federal VISA

Ready, Set, Go

Here's what you need

- A touch-tone phone
- **Dort by Phone's** phone number: 810.600.4093 or 866.388.7336
- Your Dort Federal member number (shown on your statement or membership card)
- Your Personal Identification Number (PIN)*

*Same PIN used for Fabulous Frieda



810.600.4093 or 866.388.7336

Telephone Key Pad Option

Welcome to Dort by Phone!

To interact using only your telephone key pad, press 1.

To access your accounts, press 1

- Enter your member number (followed by the # sign) and your PIN (followed by the # sign).

To inquire about your accounts, press 1

- For information on Checking Accounts, press 1
- For information on Savings Accounts, press 2
- For information on Certificate or Individual Retirement Accounts, press 3
- For information on Loan Accounts, press 4
- For information on Credit Card Accounts, press 5

To transfer funds, press 2

A list of available accounts and loans will be provided. (Enter the number from the list provided, NOT your actual account or loan number.) You may also transfer to another membership, if you are enrolled in Cross Member Transfer.

- To transfer funds, press 1
- To make a loan payment, press 2
- To make a credit card payment, press 3

To request a stop payment of a check, press 3

A fee will be assessed for this service.

- To continue, press 1
- To cancel, press 2

To reorder checks, press 4

To change your PIN, press 5

To withdraw funds with a check, press 6

- If you want to withdraw a check from your Checking Account, press 1
- If you want to withdraw a check from your Savings Account, press 2

To log in with another member number, press 7

To repeat this menu, press 8

To go to the previous menu, press 9

To speak with a Member Service Representative, press 0

ADDITIONAL OPTIONS:

To report a lost or stolen card, press 2

For business hours, press 3

For rate information, press 4

For instructions on how to use this system, press 6

To exit, press the star (*) key

To repeat this menu, press 8

To go to the previous menu, press 9

To speak with a Member Service Representative, press 0

To end call, please hang up.