1. **Account Information**
- Key or say 16-digit debit card number one digit at a time
- Key or say 3-digit ASK SECU PIN
- If a phone number is on file, only the last four digits of the debit card number are required

2. **DEPOSIT ACCOUNTS**
   1. Checking
      1. Last 10 Deposits
      2. Last 10 Checks
      3. Last 10 Withdrawals
      4. Pending Transactions
      5. Specific Check
      6. Year-to-date Interest
      7. Balance and Rate Information
      9. Repeat
      * Main Menu

3. **Share**
   1. Last 10 Deposits
   2. Last 10 Withdrawals
   3. Pending Transactions
   4. Year-to-date Interest
   5. Balance and Rate Information
   9. Repeat
   * Main Menu

4. **CashPoints® Global**
   1. Last 10 Deposits
   2. Last 10 Withdrawals
   3. Pending Transactions
   4. Year-to-date Interest
   5. Balance and Rate Information
   9. Repeat
   * Main Menu

5. **Retirement**
   1. Last 10 Deposits
   2. Last 10 Withdrawals
   3. Pending Transactions
   4. Year-to-date Interest
   5. Balance and Rate Information
   9. Repeat
   * Main Menu

6. **HSA**
   1. Last 10 Deposits
   2. Last 10 Withdrawals
   3. Pending Transactions
   4. Year-to-date Interest
   5. Balance and Rate Information
   9. Repeat
   * Main Menu

7. **Certificates**
   1. Hear That Again
   2. Another Certificate
   3. Different Account
   9. Repeat
   * Main Menu

8. **Mortgage**
   1. Hear That Again
   2. Payment Information
   3. Tax and Interest
   4. Another Loan
   5. Different Account
   9. Repeat
   * Main Menu

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To access the ASK SECU system, dial 1-800-275-7328 or 919-839-5400 (locally in Raleigh).

To access personal account information you must have a debit card and a 3-digit ASK SECU Personal Identification Number (PIN), not the same as your 4-digit ATM PIN. With each step, you can enter the number or say the words.

**MAIN MENU**
1. Account Information
2. Lost or Stolen Card
5. Español
9. Repeat

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5. Home Equity
1 Hear That Again
2 Interest
3 Another Loan
4 Different Account
9 Repeat
* Main Menu

3. Salary Advance
1 Hear That Again
2 Interest
3 Another Loan
4 Different Account
9 Repeat
* Main Menu

4. Open End
1 Hear That Again
2 Interest
3 Another Loan
4 Different Account
9 Repeat
* Main Menu

5. Personal
1 Hear That Again
2 Interest
3 Another Loan
4 Different Account
9 Repeat
* Main Menu

5. CREDIT CARDS

1. Credit Card Information
1 Hear That Again
2 Make a Payment
3 Payments Received
4 Interest
5 Another Card
9 Repeat
* Main Menu

4. TRANSFER FUNDS

FROM Account
1 Checking
2 Money Market
3 Share
4 CashPoints Global

TO Account
1 Checking
2 Money Market
3 Share
4 CashPoints Global
9 Repeat
* Main Menu

Please say or enter the amount you would like to transfer followed by the #.
For example, you can say “seventy-five dollars” or enter it as 7-5-0-0 #.
Confirm and record confirmation number.

1 Another Transfer
* Main Menu

5. LOAN ADVANCE

FROM Account
1 Open End Signature Loan
2 Home Equity Loan
3 Salary Advance Loan
9 Repeat
* Main Menu

TO Account
1 Checking
2 Money Market
3 Share
4 CashPoints Global
9 Repeat
* Main Menu

Please say or enter the amount you would like to advance followed by the #.
For example, you can say “seventy-five dollars” or enter it as 7-5-0-0 #.
Confirm and record confirmation number.

0 Representative
9 Repeat

(Revised 7/18)