

POWERLINE MENU
CALL FLOW
417.866.2960

MAIN MENU

Account Information*

Funds Transfer*

Share or Loan Withdrawal*

Activate or Block Card*

Stop Payments*

Change My PIN*

Account Information

- Account balance
- Account history
- Future dated transactions

Funds Transfer

- Transfer Funds (*immediate or scheduled*)
- Existing Scheduled Transfers
- Delete Scheduled Transfers

Share or Loan Withdrawal

(You'll need to enter last 4 digits of the primary's SSN)

Activate or Block Card

- Activate card
- Deactivate or Report card lost or stolen

Stop Payment(s)

- Stop A Payment
- Stop Payment Inquiry
(You'll need to enter last 4 digits of the primary's SSN)

Change My PIN

Account Balance

- Checking
- Savings
- Loan
- Credit Card

Account History

- All Transactions
- Withdrawals
- Deposits

Future Dated Transactions

- ACH Transactions
- Future Scheduled Transactions

- * When accessing the Powerline you'll need
- Your 5-digit member number
 - Your 4-digit account access code
(referred to as your PIN on the phone system. This is NOT your debit or ATM card PIN #).
 - The last 4 digits of the SSN of the member listed as Primary on the account.

