

# Salal PAL

Phone Access Line 206.298.9394 | 800.562.5515

## Helpful Hints:

### Entering Member Number and PIN

Your member number is a unique identifier assigned to you at the time of account opening. Enter the number when prompted, followed by #, then WAIT for the prompt to enter your PIN, followed by #.

### Account ID Numbers

Your account ID number is the number following your member number that identifies each deposit or loan account. For a list of accounts, go to the **MAIN MENU**, select an option, press **1** for account information, then press **2** for a list.

### PIN

You can reset your PIN at anytime, but can never re-use a PIN. If you haven't used PAL before, the system will prompt you to select a PIN.

### Account Balance

The account information provides the current balance and available balance (minus any holds).

### Checks and Deposits

You can search for checks or deposits by **date**, **amount/range** or **check number**. To find out what has cleared your account, go to the **MAIN MENU**, select **1** for account information, then press **2** for account history.

## Virtual Branch

**Phone** 206.298.9394 | 800.562.5515

**TDD** 206.298.9397

**Website** SalalCU.org

## Mobile & Online Banking

Enroll in Mobile or Online Banking to easily check balances, transfer funds, send secure messages for personalized account service, and more! Visit **SalalCU.org** or search your app store for "Salal."

## Menu Options

The system's default is Voice Response. Press 1 to use Touch Tone.

### Account Information ..... press or say 1

- Account Balance Info ..... press or say 1
- Account History .....press or say 2
- Future Dated Transactions.....press or say 3
- Main Menu .....press or say 4

### Funds Transfer .....press or say 2

- Transfer Funds ..... press or say 1
- Hear Existing Scheduled Transfers.....press or say 2
- Delete an Existing Transfer .....press or say 3
- Main Menu .....press or say 4

### Account or Loan Withdrawal.....press or say 3

- Checking Account ..... press or say 1
- Savings Account .....press or say 2
- Loan Account .....press or say 3
- Main Menu .....press or say 4

### Merchant Check Verification..... press or say 4

### Stop Payment.....press or say 5

- Stop a Payment ..... press or say 1
- Stop Payment Inquiry .....press or say 2
- Main Menu .....press or say 3

### Account Management.....press or say 6

- Change PIN ..... press or say 1
- Main Menu .....press or say 2

### Additional Options.....press or say 7

- For Agent .....press or say 0
- Repeat an Option.....press #
- Previous Menu ..... press \*

### Keep Track of your Account ID Numbers

Checking \_\_\_\_\_ Auto \_\_\_\_\_  
 Certificate \_\_\_\_\_ Home Equity \_\_\_\_\_  
 Savings \_\_\_\_\_ Other \_\_\_\_\_