

# 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

**Speech & Hearing Assistance** Dial 711 for TTY relay services to connect you with 800.562.5515.

**Website** SalalCU.org

## Mobile & Online Banking

Enroll in digital 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."

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## Menu Options

The system's default is Voice Response. Press 1 to use Touch Tone. The instructions below are for Touch Tone only.

### Account Information ..... press 1

Account Balance Info ..... press 1

Account History ..... press 2

Future Dated Transactions ..... press 3

Main Menu ..... press 3\*

### Funds Transfer ..... press 2

Transfer Funds ..... press 1

Hear Existing Scheduled Transfers ..... press 2

Delete an Existing Transfer ..... press 3

Main Menu ..... press 3\*

### Merchant Check Verification..... press 3

### Stop Payment..... press 4

Stop a Payment ..... press 1

Stop Payment Inquiry ..... press 2

Main Menu ..... press 3\*

### Account Management..... press 5

Change PIN ..... press 1

Main Menu ..... press 3\*

### Additional Options..... press 7

For Agent ..... press 0

Repeat an Option ..... press #

Previous Menu ..... press \*

### Keep Track of your Account ID Numbers

Checking \_\_\_\_\_ Auto \_\_\_\_\_

Certificate \_\_\_\_\_ Home Equity \_\_\_\_\_

Savings \_\_\_\_\_ Other \_\_\_\_\_

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