

SERVICE REQUEST FORM

(Request Only Valid for Primary Member)

To use the Automated Teller (MAX), have your member (account) number and Personal Identification Number (PIN) at hand and call 903-323-0269 or 800-660-0940. Wait for the greeting, then follow the instructions the Automated Teller (MAX) gives you.

The Automated Teller (MAX) menu is as follows:

- To access current accounts press 1
- For general information press 2
- For product information press 3
- For more choices press 4
- To return to the previous menu press #
- To repeat your choices press *
- To speak with someone press 0

After your selection, you will be offered a series of options. To access these options, simply press the corresponding number(s) on your telephone. The * key will always list your choices.

Please note that each type of East Texas Professional Credit Union account has a suffix. You will need this suffix when using the Automated Teller (MAX) to access your account information. Account suffixes are as follows:

- 0 = Share Savings
- 1 = Club Accounts
- 2 = Club Accounts
- 4 = Money Market Plus
- 5 = Money Market Plus
- 6 = Money Market Checking
- 7 = IRA Account
- 8 = Student or Senior Checking
- 9 = Share Draft Checking

We trust you will find our new Automated Teller (MAX) system easier and faster to use. If you need other assistance, please call 903-323-0230 or 800-256-5009 or visit any of our offices.

ETPCU ACCOUNT NUMBER(S)

LAST NAME (Primary Member Only)

FIRST NAME MIDDLE INITIAL

ADDRESS

CITY STATE ZIP CODE

HOME PHONE BUSINESS PHONE

SIGNATURE OF PRIMARY MEMBER

SELECT YOUR PERSONAL IDENTIFICATION NUMBER

Thank you for requesting our automated teller service. For your protection, we are asking you to choose a Personal Identification Number (PIN) to safeguard against unauthorized access to your account. Because you choose the number, it should be easy for you to remember (but please keep a record of it in a safe place). To create your PIN, just fill in the spaces provided with any four numbers you choose. (We recommend you do not choose your address, your date of birth or any other obvious numbers for your authorization code.)

Four empty rectangular boxes for entering the PIN digits.