Entering Member Number & Access Code

Your member number is the same as your account number. Enter the number when prompted, then **WAIT** for the prompt to enter your access code.

Account ID Numbers

Your account ID number is the two-digit number following your member number that identifies each checking, savings or loan account.

Card Activation/Blocking

You can activate or block your POPA Debit or ATM card from the **Top Menu.** Press **2 to Activate**, or press **3 to Block**.

Account Balance

The account balance option provides the current balance and available balance (minus any holds). Go to the **Main Menu**, press **1** for **Account & Loan Balance**, then select the account you want the balance for.

Checks & Deposits

You can search for checks or deposits by date(s), amount, range or check number. To find out what has cleared your account, go to the **Main Menu**, press **2** for **Account & Loan History**, then select the account you want the check history for.

Access Code

You can change your Access Code, but it must be a new number. You cannot re-use an Access Code. To change your Access Code, go to the Main Menu, press **5** for **Other Options**, then press **2** to change your Access Code. If you haven't used Phone Banking before, the system will prompt you to select an Access Code when you call in.

POPA
Federal Credit Union

POPA
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Peace Officers
Professional Associations

Federally Insured by NCUA.
EQUAL HOUSING LENDER

24/7 Phone Banking
(800) 910-2824

POPA Phone Banking Menu

Menu Options (800) 910-2824 or (800) 910-CU24

From Any Menu
0   Speak to a Representative
Repeat an Option
*   Previous Menu

Main Menu
1.   Account & Loan Balance
2.   Account & Loan History
3.   Pending Transactions
4.   Funds Transfer & Payments
5.   Additional Options

Account & Loan Balance
1.   Hear Balance Info Again
2.   Get Different Share Balance
3.   Return to Main Menu

Account & Loan History
Select account types and follow prompts.
*   Previous Menu

Playback Options
1.   Next Transaction
2.   Previous Transaction
3.   First Transaction
4.   Last Transaction
*   Exit

Pending Transactions
Select account types and follow prompts.
*   Previous Menu

Funds Transfer & Payments
1.   Transfer Funds Instantly
2.   Schedule a Funds Transfer
3.   Payment
4.   Hear Existing Scheduled Transfers

Additional Options
1.   Stop Payment Activities
   1.   Stop a Payment
   2.   Stop Payment Inquiry
2.   Change your Access Code
*   Previous Menu

POPA Peace Officers Professional Associations **Federal Credit Union**

(800)910-2824