



HAWAII STATE FEDERAL CREDIT UNION

Private Line

24-Hour Bank-by-Phone Service User Guide
(808) 536-7717 (Oahu) or US Toll-Free (888) 557-6830

As we have recently upgraded our system, this reference guide will indicate some of the menu items and actions that have changed.

Once you are connected to Private Line:

- Press "1" for Account Information
- Press "2" to Report a Lost or Stolen Card
NEW Option
- Press "3" for Card Activation ***NEW Option***

Quick Guide:

- To repeat options, press "#" ***NEW Action***
- To move back to the previous menu, press "9" ***NEW Action***
- To speak with a representative, press "0"
- To choose a specific account, press number followed by "#"

Account Information Menu

You will only be able be provided with menu options for the types of accounts that you have.

Press "1" for Checking Information Menu Options

- 1 – Balance Information/Last Deposit
- 2 – Transaction History
 - 1 – Checks & withdrawals
 - 2 – Deposits
 - 3 – All Transactions
 - 4 – Recent Pending
 - 5 – Specific Check
 - 6 – Other Transaction Choices
 - 1 – Transactions by date
 - 2 – Checks by date
- 3 – Transfer Funds Menu ***You must now enter dollar amounts, including cents, without the star key (*) as a decimal. Ex: for \$5.00, enter "500"**
- 4 – Make a Payment
- 5 – Interest Information (current & prior)
- 6 – Select Another Account

Press "2" for Savings Information Menu Options

- 1 – Balance Information/Last Deposit
- 2 – Transaction History
 - 1 – Recent Withdrawals
 - 2 – Recent Deposits
 - 3 – Recent Transactions
 - 4 – Recent Pending
- 3 – Transfer Funds Menu ***You must now enter dollar amounts, including cents, without the star key (*) as a decimal. Ex: for \$5.00, enter "500"**
- 4 – Make a Payment
- 5 – Interest Information (current & prior)
- 6 – Select Another Account

Press "3" for Certificate Information Menu Options

- 1 – Current Balance
- 2 – Interest Information (current & prior)
- 3 – Transaction History
- 4 – Select Another Account

Press "4" for Loans Information Menu Options

- 1 – Balance Information/Loan Payment
- 2 – Review Transactions
- 3 – Loan Payoff Information
- 4 – Interest Information (current & prior)
- 5 – Loans Transfer Funds Menu
- 6 – Loan Payments
 - 1 – Checking to Loan
 - 2 – Savings to Loan
- 7 – Select Another Account

Press "5" for Credit Card Information

- 1 – Balance
- 2 – Payments
 - 1 – Payment from Checking
 - 2 – Payment from Savings

Press "6" to Change PIN