

MIC (Member Information Connection) Line Menu

MIC Line Phone Number: 1.800.910.4808

Thank you for calling Alabama Teachers Credit Union Member Information Connection.

Please listen carefully, as our menu option has changed.*

If you are calling to report a lost or stolen debit card, press 3 now.

If you are calling to activate a debit card, please hang up and dial 1.800.466.0040.

- Press 1 to inquire on an account, transfer or withdraw funds
- Press 2 to change your Voice PIN (Personal Information Number)
- Press 3 to report a lost/stolen debit card
- Press 4 to hear current rate information
- Press 5 for branch locations and hours
- Press 6 for merchant verification

1- To inquire on an account, transfer or withdraw funds

- Enter account number, followed by #
- Enter voice PIN

*The menu will no longer ask for the suffix number. It will read off all accounts and suffixes associated with the member's account.

- Checking Menu
 - Press 1 for balance
 - Press 2 for transfer or withdraw funds options
 - Press 3 for deposits
 - Press 4 for cleared checks
 - Press 5 for specific check
 - Press 6 for withdrawals
 - Press 7 for interest earned
 - Press * for main menu
 - Press # for different suffix
- Share Menu
 - Press 1 for balance
 - Press 2 for transfer or withdraw funds options
 - Press 3 for deposits
 - Press 4 for withdrawals
 - Press 5 for interest earned
 - Press * for main menu
 - Press # for different suffix
- Certificates Menu
 - Press 1 for balance
 - Press 2 for interest earned
 - Press 3 for withdrawal by check
 - Press * for main menu
 - Press # for different suffix
- Club Menu
 - Press 1 for balance
 - Press 2 for transfer or withdraw funds options
 - Press 3 for deposits
 - Press 4 for withdrawals
 - Press 5 for interest earned

- Press * for main menu
- Press # for different suffix
- Mortgage Menu
 - Press 1 for balance
 - Press 2 for payment information
 - Press 3 for credit line
 - Press 4 for interest paid
 - Press 5 to make a payment
 - Press * for main menu
 - Press # for different suffix
- Consumer Menu
 - Press 1 for balance
 - Press 2 for payment information
 - Press 3 for credit line
 - Press 4 for interest paid
 - Press 5 to make a payment
 - Press * for main menu
 - Press # for different suffix
- Credit Card Menu
 - Press 1 for balance information
 - Press 2 transfer funds to this account
 - Press 3 for payment information
 - Press * for main menu
 - Press # for different suffix

2- To change voice PIN

- Enter account number
- Enter voice PIN
- Enter new 4 digit voice PIN

3- To report a lost/stolen debit card

- Enter social security number of the primary account holders

4- For current rate information

- For current rate information, please visit our website at www.atcu.com

5- For branch location and hours

- Press 1 for Gadsden
- Press 2 for Albertville
- Press 3 for Anniston
- Press 4 for Centre
- Press 5 for Ft. Payne
- Press 6 for Oxford

6- Merchant verification (to verify funds of a check)

- Enter Customer's MICR number followed by the # sign