



Main Office
401 West 2nd Street
San Bernardino, Ca 92401
909-889-0838
www.1stvalleycu.com

Bank-by-Phone Instructions

Phone Number: (909) 889-1618

Language option: 1 for English 2 for Spanish

Transaction option: 1 for Financial 2 for Current Loan Rates
3 for Certificate/Share Rates 4 for Locations and Hours

Member Number: Enter your member number followed by the pound (#) key.

Audio ID: Enter the last four digits of the primary member's Social Security Number followed by the pound (#) key.

Main Menu Selections: 1 Shares/Savings 2 Share Draft/Checking
3 Loans 6 Change your Audio ID

Options:
1 Account Balance 2 Account History 3 Transfer Funds
4 Withdraw by Check 5 Look up a specific check 6 Year to date info

The system will prompt you for your three digit account type:
(The account type can be found on your statement.)

Share/Savings	001
Share Draft/Checking	551, 541, 581, etc.
Real Estate Loans	901 or 911
Loans - Other	801, 811, 821, etc.
Share Certificates	601, 611, 621, etc.
Christmas Club	401
Traditional IRA	781
Roth/Educational IRA	791, 792, etc.