



# FIRST LINE PHONE ACCESS

Our First Line telephone service gives you 24/7 access to your account via your touch-tone phone. To use this service, you'll need your member number and a 4-digit PIN/security code (usually set to the last 4 digits of your social security number for your first login).

## Telephone Numbers

**Albuquerque/Rio Rancho**  
**505-768-7126**

**Gallup**  
**505-722-7447**

**Portales**  
**575-359-1263**

**Farmington**  
**505-327-5300**

**Zuni**  
**505-782-2800**

**Silver City/Deming**  
**800-344-8115**

**Toll Free (Lower 48 States)**  
**800-344-8115**



## FIRST LINE INSTRUCTIONS

You'll first be asked to choose a language option (English or Spanish) Press 1 for English, and 2 for Spanish.

The system will then give you the following options. Just listen to the instructions and use the buttons on your phone to respond.

### **1. Account Info**

1. Account Balance
2. Account History

### **2. Transfer Funds/Make Payment**

1. Transfer Funds Immediately
2. Make Immediate Payment
3. Schedule a Payment

### **3. Share Loan Withdrawal**

1. Checking
2. Savings

### **4. Interest Rates**

\*Select Rate Type Using # Key

### **5. Change Access Code**