

BART QUICK REFERENCE

Call 284-BART (2278)

Main Menu: (press * key to return at any time)

1- Balance Inquiries & Payment Information

- 11: all savings balances
- 12: specific savings balance
- 21: all checking balances
- 22: specific checking balance
- 31: all certificate balances
- 32: specific certificate balance
- 41: all loan balances
- 42: specific loan balance
- 51: current YTD Interest/Dividends

2- Transfer funds or make loan payment

- 1: savings & checking accounts
- 2: loan payments
- 3: line of credit advance

3- Account Histories

- 11: Savings
- 12: Savings EFT information
- 21: Checking
- 22: Checking EFT information
- 24: check (s) cleared

5- Change PIN

9- Return to Previous Menu

0- To repeat options

For Current Rate Information in BART:

Press 2- Credit Union Information

- 1: for Loan Rates
- 2: for Savings Rates

Baptist Hospital Credit Union

2010 Church Street, Suite 204

Nashville, Tennessee 37203

Phone: (615) 284-5356

BART: (615) 284-2278



www.baptisthospitalcu.org

HOME BANKING AND AUDIO RESPONSE USER GUIDE



 **Baptist Hospital
Credit Union**

*“Caring for you...
because you care for so many.”*

INTERNET HOME BANKING

You can access your account any time, any day of the week using a computer with an Internet connection. Just visit our website at www.baptisthospitalcu.org and click on the BHCU Online Icon. Enter your account number as the user ID and the last 4 digits of your social security number as your password. You will be prompted to change your password after the initial logon. Follow any additional instructions given to further personalize your identification.

Use Home Banking for:

- Balance Inquiries
- Funds Transfers
- To request a withdrawal
- View Account History
- Request a Stop Payment
- Apply for loans
- View Tax Information
- Access Visa Credit Card Information

BILL PAY INSTRUCTIONS

Enroll by clicking on the Bill Pay Icon and providing the requested information. Once the enrollment form is submitted to BHCU, please check your email within 24-48 hours for enrollment confirmation.

There is no fee to use Bill Pay services on your account. However, if you do not process any bill payments in a calendar month, you will be assessed a \$5.95 non-usage fee.

E-STATEMENTS

No need to wait for your account statement to arrive in the mail, sign up for E-statements as soon as you open your account. Log on to Home Banking and complete the requested information to get started. Click on "suppress my paper statement" so you do not receive one in the mail. You will receive notification by email as soon as your statement is ready for review.

E-MESSAGES

Once you have signed up for Home Banking you will also have access to E-Messages as an additional way to communicate with us. You will simply click on Members Services or Loan Officer and submit your question or comment. Later you can log back on and check your inbox for a reply from one of the credit union representatives.

BART (BAPTIST AUDIO RESPONSE TELLER)

When you do not have access to a computer, BART is the answer. This is a free service that allows you to get account information by phone any time of the day or night. Simply call 284-BART (2278).

First time callers will notice the option of pressing 1 for English or 2 for Spanish. After the initial choice, you will be prompted to press 1 for account information and 2 for credit union information, such as rates and hours of operation. When prompted, enter your account number and press the # key. BART will then request your personal identification number (PIN). Enter the last four digits of your social security number and press the # key. You will need to immediately choose option 5 and change your PIN to a non-identifying number.

Once logged on to the BART system, you will need the two-digit suffix assigned to each account type you own. If you do not know your suffix, please refer to your account statement. A general reference is below.

Savings- 01,11,21

Checking- 07,17,27

Christmas Club- 08,18,28

Money Market- 09,19,29

Certificates/IRAs- 0A, 0B, 0C

Loans- 01,02,03