

## SUNNY Quick Reference Guide

Call (610) 485-6800 or (800) 724-8022

### Helpful Hints:

- All entries must be followed by the # symbol.
- If you need a PIN or can't remember your SUNNY PIN, call the Credit Union at (610) 485-2960 or (800) 451-4204.  
*NOTE: Internet Banking users can use their online PIN*
- 0# – Will take users back to the previous menu, if no menu is available the call will be ended
- \* # – will provide HELP if available at that option
- For SUNNY purposes, Checking accounts are labeled as share accounts. Checking accounts are always S4 (Share 4).
- Use \* as a decimal point when entering transaction amounts.
- To hear actual and available account balance information, do transaction code 1# after you are logged in.
- For a complete list of new features and menu options, please visit [www.suneast.org](http://www.suneast.org).

### How to Use SUNNY

#### Step 1) Main Menu:

- 1 # – Transactions
- 2 # – Rates
- 3 # – Hours and locations

#### Step 2) Language Selection:

- 1# – English
- 2# – Spanish

#### Step 3) Six digit member number #

#### Step 4) Four digit pin #

*NOTE: System will automatically state available balances for the S1–Savings & S4– Checking*

#### Step 5) Transaction code or press \* # for HELP.

### Transaction Codes

- 1# - Account Balances
- 2# - Loan Balances
- 4# - Transaction History
- 5# - Check Request from a Line of Credit
- 6# - To switch to another member, Year to Date Dividend & Interest Totals, or certificate inquiries
- 7# - Change Pin, Check reorder, or plastic card utility
- 8# - Account Transfers
- 9# - Check Request from Savings or Checking
- 10# - Speak with an Account Representative
- 0# - End Call

### Common Transactions on SUNNY

#### To Check Account Balances

- 1# - Share Balances
  - Share Number #
  - \* # to List Shares Available
  - 0 # to go back to the Menu

#### 2# - Loan Balances

- Loan Number #
- \* # to List Shares Available
- 0 # to go back to the Menu

#### To Transfer Funds

Enter 8 # then follow the menu below

- 4# - Share to Checking Transfer (S1 to S4 ONLY)
- 1# - Share to Share Transfer
- 2# - Share to Loan Transfer
- 3# - Loan to Share Transfer
- 5# - Personal Line of Credit to Checking Transfer
- 6# - Member to Member Transfer

#### For Transaction History

Enter 4# then follow the menu below

- 1# - Checking
- 2# - Recent Activity
- 3# - Other Choices
  - 1# - List all transactions for a specific date
  - 2# - Share transactions for a specific period
  - 3# - Loan transactions for specific period