

Virtual Assistant, *Hope* — Tips and Tricks



We're so excited to share our virtual assistant, *Hope*, with you! She is a 24/7 contact you can reach when you call us at **(888) 451-3798**. *Hope* can quickly answer questions about your accounts, transfer your funds, and even help you apply for new accounts and loans — no waiting needed!

Here are some helpful hints for a smooth experience each time you call into our main phone line to talk with *Hope*:

- **Speak using small phrases.** For instance, you can say things like:
 - Checking Account balance
 - Last transactions
 - Transfer money
 - Certificate maturity date
 - Pay loan
- **Be prepared with your member number and the last four digits of your social security number.** *Hope* cannot verify your identity with an account number.
- **Listen carefully to the voice prompts.**
 - Remember to enter # after the member number and last four of your social.
 - When choosing between accounts, do not enter the last four numbers of the desired account. Instead, select the corresponding keypad number she lists.
- **Wait until *Hope* finishes speaking to respond.** She is extremely helpful but cannot speak and listen at the same time.
- **Avoid calling from noisy locations.** Background noise can make interactions difficult.
- **If you are having trouble, say, "Speak to Member Service".** This will transfer your call to a live agent during normal business hours.

