

# Telephone Banking System User Guide

Check on accounts from your touchtone phone (703-709-6917 or 800-932-7666 toll-free). You can:

- Get account balances
- Review transactions
- Transfer funds between your Northwest accounts
- Request a checking or savings withdrawal
- Make loan payments from your Northwest accounts to Northwest loans
- Report a lost or stolen credit or debit card, stop payments, and many other transactions

## First Time Telephone Banking User Login:

- Call **703-709-6917** or **800-932-7666 (toll-free)**
- When prompted, enter your Primary Northwest Member number
- At the prompt to enter a PIN, please enter the last 4 digits of your Social Security Number
- Create a new 4-digit PIN
- Confirm the new 4-digit PIN

## Telephone Banking Main Menu

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