

Access and control
your accounts.
Anytime.
Anywhere.



BRANCH LOCATIONS

SARA 24 HOUR TELESERVICE

BETTENDORF 1710 Grant St • 563-355-0152
MONDAY - FRIDAY **SATURDAY**
 LOBBY 9AM - 5:30PM LOBBY 9AM - 12PM
 DRIVE UP 7AM - 6PM DRIVE UP 9AM - 12PM

CLINTON 1116 South 14th St • 563-243-6320
MONDAY - THURSDAY **SATURDAY**
 LOBBY 9AM - 5PM LOBBY 9AM - 12PM
 DRIVE UP 7:30AM - 5:30PM DRIVE UP 7:30AM - 12:30PM
 Open **FRIDAYS** til 6PM

CLINTON 1702 North 2nd St • 563-243-6320
MONDAY - THURSDAY **SATURDAY**
 LOBBY 9AM - 5PM LOBBY 9AM - 12PM
 DRIVE UP 7:30AM - 5:30PM DRIVE UP 7:30AM - 12:30PM
 Open **FRIDAYS** til 6PM

DAVENPORT 1515 West 53rd St • 563-355-0152
MONDAY - FRIDAY **SATURDAY**
 LOBBY 9AM - 5:30PM LOBBY 9AM - 12PM
 DRIVE UP 9AM - 6PM DRIVE UP 9AM - 12PM

DAVENPORT 1710 West 3rd St • 563-355-0152
MONDAY - FRIDAY **SATURDAY**
 LOBBY 9AM - 5:30PM LOBBY 9AM - 12PM
 DRIVE UP 9AM - 6PM DRIVE UP 9AM - 12PM

LECLAIRE 949 Mississippi View Ct • 563-355-0152
MONDAY - THURSDAY **SATURDAY**
 LOBBY 9AM - 5PM LOBBY 9AM - 12PM
 DRIVE UP 9AM - 5:30PM DRIVE UP 9AM - 12PM
FRIDAYS
 LOBBY 9AM - 6PM
 DRIVE UP 7:30AM - 6PM

MOLINE 3005 7th St • 309-764-3627
MONDAY - FRIDAY **SATURDAY**
 LOBBY 9AM - 5:30PM LOBBY 9AM - 12PM
 DRIVE UP 9AM - 6PM DRIVE UP 9AM - 12PM

MUSCATINE 2419 Park Ave • 563-263-1470
MONDAY - THURSDAY **SATURDAY**
 LOBBY 9AM - 5:30PM LOBBY 9AM - 1PM
 DRIVE UP 9AM - 6PM DRIVE UP 9AM - 1PM
 Open **FRIDAYS** at 8AM

800-426-5241 • www.ascentra.org



Your personal account manager.



Listening, caring, doing what's right.



WELCOME TO SARA

SARA provides around-the-clock access to your credit union accounts.

When can I begin?

You can begin using SARA now! You've already signed up and received your personal authorization code. This guide is your confirmation of service.

What do I need?

- A touch-tone phone
- Your credit union account number which is printed on your statement
- Your Authorization Code (see below)
- The transaction codes and voice prompts in this guide

How is my account protected?

Your 4-digit Authorization Code must be entered at the beginning of each call. Even if someone knows your code, SARA will not make checks payable to another person or mail checks to another address. Pre-authorization is required to transfer money to another person's account.

Starting every call:

To access the SARA 24-Hour TeleService System, dial 563-355-0152, ext 2 or 800-426-5241, ext 2. You'll be guided by SARA through our voice menu and asked to say your request clearly into the phone after you hear the prompts. Or, you may enter your request on the keypad using the transaction codes listed on the next two pages.

For personal assistance:

Please call us at our Call Center at 563-355-0152 or 800-426-5241, ext. 0

Monday - Thursday 9AM to 5:30PM

Friday 8AM to 5:30PM

Saturday 9AM to 12PM

If you want to transfer from SARA to speak to a representative during normal business hours, simply say "member service" or enter 767 (SOS).

Apply for a loan by phone 7 days a week 7AM to 7PM. Call 563-355-0152, and press 1 or 800-426-5241, and press 1.

TRANSACTION CODES

ACCOUNT INFORMATION

- 1 Check your account balances
- 2 Verify a check has cleared
- 3 Check your last checking withdrawals
- 4 Check your last checking deposits
- 5 Check history on your accounts
- 6 Transfer money between accounts
- 7 Withdraw funds by check

FINANCIAL TRANSACTIONS

	Enter
Transfer (e.g. from savings to checking)	787
Savings withdrawal by check	79
Checking withdrawal by check	39
Loan payment from savings or checking	785
Receive a check from a line of credit	52
Advance funds from a line of credit to checking or savings	587
Transfer between different account numbers (Contact us to set up cross-account transfer option)	282

INQUIRY TRANSACTIONS

	ENTER
Savings balance	74
Checking balance	34
Loan principle balance	54
Certificate balance	24
Last 5 checking account withdrawals	539

ACCOUNT HISTORY (Prior 31 days)

	Enter
Last 5 checks cleared	534
Check number cleared	364
Last 5 checking account deposits	533
Last 5 Debit/ATM card transactions	284
Last 5 account transactions	58
Last 5 savings deposits	573
Last 5 savings withdrawals	579
Last electronic deposit	523
Last dividend amounts	532

To hear more historical transactions, say "more" when prompted. You can say "cancel" to interrupt the message.

Place stop payment on a check	377
Stop payment inquiry	774
Change authorization (PIN) code	746
Year-to-date dividends	933
Prior year-to-date dividends	793
Year-to-date interest paid	934
Prior year-to-date interest paid	794

For a complete list of other transaction codes, please say or enter "99."

SARA'S HELPFUL HINTS

1. You'll need to know some numbers:

- Your account number as it appears in the upper right-hand corner of your statement.
- Your PIN (Personal Identification Number). Keep separate from your account number.
- Your account suffixes from the left column of your statement:

0 = Savings	5 = Investors Choice
1 = Money Market	6 = Escrow
2 = All Purpose	7 = IRA
3 = Vacation Club	8 = Roth IRA
4 = Christmas Club	9 = Checking

2. For security purposes we recommend that you use a connected phone (corded phone on a hard line), not a cordless phone.

3. This system uses speech recognition to record your responses. Best results are achieved by speaking clearly into the phone receiver. Avoid background noise and the use of cell phones or speaker phones. When entering numbers, you have the option to speak or use the keypad on your phone.

4. When you enter a dollar amount on the keypad, use a * instead of a decimal. For example, enter \$75.00 as 75*00.

5. SARA updates your account(s) immediately. If you remain on the line after making a transaction, you'll hear the new balances in the affected accounts.

6. To cancel a transaction or interrupt a message, say "cancel." To end the call, say "goodbye" to receive a reference number.

7. Occasionally, the phone lines to SARA are busy. Please try back in a few minutes.