

Voice Access Line

602-271-0322
Phoenix Metro

1-800-352-5458
Outside Phoenix

Getting Started

1. Enter your SunWest Member Number followed by %#+
2. Enter your VAL access code (A 4 digit code)
3. Bypass spoken instructions at any time by entering a service code
4. Press *# at any time to cancel the last entry

To reset your access code:
Call 602-866-1100 or 1-866-897-9378

Do not give out your access code. It allows complete access to your account.

To prevent fraud, the voice access line will disconnect after an invalid code is entered three consecutive times.

First-Time Users

- Your VAL access code is the last 4 digits of the primary member's social security number
- After you log-in for the first time, change your access code by entering 66#

Using the Voice Access Line

- Service codes are listed on back
- Enter dollar amounts without using a decimal point
Example: \$100.00 should be entered as "10000#"
- All check withdrawals will be mailed the following business day to the address on file

Service Codes

Standard Account Numbers

Primary Share	1
Checking	8
Money Market	12
Line-of-Credit	158
MasterCard	159

1,4,1 - Balance and payment on LOC
1,4,2 - Balance and payment on other loans
1,4,3 - Loan interest paid year to date

2 - Payments, Transfers & Withdrawals

2,1 - To make a loan payment
2,1,1 - Loan payment from savings account
2,1,2 - Loan payment from checking account
2,1,3 - Loan payment from another account
2,1,4 - Loan payment from a loan advance
2,2 - To make a transfer
2,2,1 - Savings to checking transfer
2,2,2 - Checking to savings transfer
2,2,3 - Loan to checking transfer
2,2,4 - Loan to savings transfer
2,2,5 - Select accounts for transfer
2,2,6 - Select a loan and account for transfer
2,3 - To make a cross member transfer*
2,3,1 - Transfer your membership*
2,3,1,1 - Account to account transfer*
2,3,1,2 - Account to loan transfer*
2,3,2 - Transfer from your membership*
2,3,2,1 - Account to account transfer*

2,3,2,2 - Loan to account transfer*
2,3,2,3 - Account to loan payment*
2,3,2,4 - Loan to loan payment*
2,4 - To withdraw a check
2,4,1 - Check withdrawal from savings account - mailed
2,4,2 - Check withdrawal from a specified account - mailed

3 - New Member Number & Other Activities

3,1 - Go to a different membership
3,2 - For savings rate quotes
3,3 - For loan rate quotes
3,4 - To change your account access code
3,5 - For stop payments
3,5,1 - For a stop on a single draft
3,5,2 - For a stop on a range of drafts

8 - Move forward five items in history response

9 - Repeat the last response

* - Back up one menu level

*Accounts must be previously linked. Visit your local branch or call 602-866-1100 or 1-866-897-9378 for more information.

To apply for a SunWest loan or line of credit, visit us at www.MySunWest.com or call 1-800-533-4133.

Shared Branching & ATM's

Shared Branching

Shared branching at over 6,600 locations with many locations being other credit unions. With shared branching at a CU Service Center®, you can do many basic banking tasks including: deposit a check, withdraw cash*, transfer money between accounts, check balances, check recent account history and even make a loan payment. Shared branching also includes access at over 2,200 Vcom® banking kiosks in select 7-Eleven® stores**. All 7-Eleven® stores with Vcom® kiosks are open 24 hours a day, 7 days a week.

Whether using shared branching at a CU Service Center® or a Vcom® kiosk, you will need your SunWest account number and either a SunWest ATM, SunWest debit card or a valid State ID/Driver's License. An ID with a magnetic stripe on the back is required for Vcom® locations. To find the nearest shared branching location, call 1-866-692-8669 or visit www.cuswirl.com.

Extended ATM Network

Get cash at over 45,000 surcharge-free*** ATMs, including more than 2,500 in Mexico, in the Allpoint ATM Network. When visiting an Allpoint ATM, the individual machine may not be able to determine if your SunWest card is a part of the Allpoint Network. Don't worry. If the surcharge screen is shown, just select "YES+ to proceed with the transaction. No Allpoint surcharge will be assessed. Find an Allpoint ATM at www.allpointnetwork.com.

SunWest is also a member of the Star ATM network. Find a Star ATM at www.star.com/locator.

*CU Service Centers® may limit cash withdrawals to \$500 per day. **If you use a Vcom as an ATM you may be charged a fee by the ATM operator. In order to insure you are not charged the ATM fee, choose CU Service Centers from the on-screen menu. ***A fee may be imposed by another financial institution or any ATM network when you use your SunWest ATM card to withdraw funds from a non-SunWest ATM.

SunWest beyond our branches:

Member Information Center
1-866-897-9378

Web Site
www.MySunWest.com

