



ART - Audio Response Teller

To Access ART: Call 610-820-0292 or 1-888-278-3100

ART will be changing with the system upgrade (5/2/2017). The New ART is member specific, so creating a menu or guide that applies to every member is not possible. Please listen to the prompts to familiarize yourself with ART and the options associated with your account.

Current ART Users:

When you call ART after May 1, 2017, you will be prompted to enter or speak your member number. You DO NOT need to use any preceding zeros, e.g. Your account number is 00123, you only need to enter 123.

You will then be prompted to enter your existing 4 digit PIN.

Once your account is verified, you can set up your preferences or skip to the main menu.

Your preferences include:

- Speaking your information or using your phone's keypad
 - If you choose speaking, you will have the option to speak *or* use the keypad. If you choose keypad, you will only be able to use the keypad.
- Hearing a male or female voice

Once these preferences are set-up, ART will remember them the next time you call. There is also a menu prompt that will allow you to update your preferences if you decide you want to make a change.

If you are not a current ART user, you will need to visit the credit union to sign up.

Thank you,

The LVECU Team