

Phone Banking

651.290.2200 | 800.262.4428

To access your Hiway Credit Union® account through phone banking, you will need your member number and access code.

TO SIGN ON TO YOUR MEMBERSHIP, enter 1

- Enter your member number, followed by the # sign
- Enter your access code, followed by the # sign
 - For Account and Loan Inquiries, enter 1
 - For Account Balance Inquiry, enter 1
 - For Account History, enter 2
 - For Cleared Checks, enter 3
 - For Loan Inquiry, enter 4
 - To return to the previous menu, enter *
 - To speak to a Hiway Representative during regular business hours, enter 0
 - For Payments, Transfers and Withdrawals, enter 2
 - For Other Activities (change your access code or go to a different membership), enter 3
 - To speak to a Hiway Representative during regular business hours, enter 0

TO REPORT A LOST OR STOLEN CARD, enter 2

Message: To report a lost or stolen Visa® card, please call 800.449.7728. To report an ATM or debit card, press 0 during business hours or call 866.820.8772 after hours.

FOR OFFICE HOURS & LOCATIONS, enter 3

TO SPEAK TO A HIWAY REPRESENTATIVE DURING REGULAR BUSINESS HOURS, enter 0

TO DISCONNECT, enter 5

TIP: Your account number (i.e., savings, checking, etc.) is the 1 – 2 digit number found on your statement

TIP: To repeat current menu or last response, enter 9

TIP: Enter monetary amounts without decimal points; ex: \$100.00 = 10000

TIP: To return to the previous menu, enter *



651.291.1515
800.899.5626
hiway.org

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