



## Blackhawk Community Credit Union Personal Self-Service Telephone (PSST) Guide

To reach the main menu, simply call 608-755-6100 or 800-779-7778, enter your account number and access code.

### MAIN MENU

PRESS 1 for Balance Inquiries  
PRESS 2 for History Inquiries  
PRESS 3 for Transfers  
PRESS 4 for Withdrawals  
PRESS 5 for Checking Information  
PRESS 6 for Loan Information  
PRESS 7 for Additional Options  
PRESS 0 to Speak to an Operator  
PRESS # to Replay the Current Menu

### For Each of the Menus Below:

**PRESS \* to Return to the Main Menu**  
**PRESS 0 to Speak to an Operator**  
**PRESS # to Replay the Current Menu**

### 1. BALANCE INQUIRY MENU

PRESS 1 for Savings Balance  
PRESS 2 for Checking Balance  
PRESS 3 for Share Balance  
PRESS 4 for Loan Balance  
PRESS 5 for Open Share List  
PRESS 6 for Open Loan List  
PRESS 7 for Share Balance on a Specific Date  
PRESS 8 for Loan Balance on a Specific Date

### 2. HISTORY INQUIRY MENU

PRESS 1 for Last Deposit  
PRESS 2 for Last Payroll Deposit  
PRESS 3 for Share History  
PRESS 4 for Loan History  
PRESS 5 for Deposit History  
PRESS 6 for Recent Transaction Activity

### 3. TRANSFER MENU

PRESS 1 for Savings to Checking Transfers  
PRESS 2 for Checking to Savings Transfer  
PRESS 3 for Share to Share Transfer  
PRESS 4 for Loan to Savings Transfers  
PRESS 5 for Loan to Checking Transfers  
PRESS 6 for Loan to Share Transfers  
PRESS 7 for Savings to Loan Transfers  
PRESS 8 for Checking to Loan Transfers  
PRESS 9 for Share to Loan Transfers

After selecting from above menu, press 1 to transfer within your account, or 2 to transfer to another account.

### 4. WITHDRAWAL INQUIRY MENU

PRESS 1 for Savings Withdrawal  
PRESS 2 for Checking Withdrawal  
PRESS 3 for Share Withdrawal  
PRESS 4 for Loan Advance

### 5. CHECKING INQUIRY MENU

PRESS 1 for Checking Balance  
PRESS 2 for Check Number Inquiry  
PRESS 3 for Checking History  
PRESS 4 for Check Copy Request  
PRESS 5 for Check Stop Payment  
PRESS 6 for Check Number Range

### 6. LOAN INQUIRY MENU

PRESS 1 for Loan Balance  
PRESS 2 for Open Loan List  
PRESS 3 for Loan Payment Inquiry  
PRESS 4 for Loan Payment History  
PRESS 5 for Loan Payoff Amount  
PRESS 6 for Loan Balance on a Specific Date  
PRESS 7 for Loan Advance Total  
PRESS 8 for Mortgage Loan Inquiry

### 7. ADDITIONAL OPTIONS MENU

PRESS 1 for Year to Date Information  
PRESS 2 to Change Preferences  
PRESS 3 to Change Account

**Janesville-Westside**  
2640 W. Court St.  
608-755-6065

**Janesville-Eastside**  
2704 E. Milwaukee St.  
608-755-6065

**Janesville-Northside**  
3012 Deerfield Dr.  
608-755-6065

**Edgerton**  
617 N. Main St.  
608-884-3351

**Delavan**  
1116 E. Geneva St.  
262-728-8686

**Administrative Office:** P.O. Box 1366, 2640 W. Court St., Janesville, WI 53547-1366  
800-779-5555 www.bhccu.org

