



Merlin Automated Phone Service

Merlin is HFCU's enhanced automated phone service. Merlin Provides account access 24-hours, 7-days-a-week. With added features, you can do more over the phone, from anywhere in the world! User-friendly menu options are designed to help you navigate your account with ease!

First Time Users

- Dial: 1-800-432-3207
- Follow the menu prompts
- Enter your account number and access code

In order to verify your identity, the first time you call in, you'll need to enter your account number followed by your Social Security number. This is the only time you will be asked to enter your Social Security Number. You will then be prompted to register your 4-15 digit access code. You'll always be asked to enter your account number and your access code to gain access your account through Merlin.

Quick Tips

- Press 3 and the * key to return to the main menu
- Press the * key to return to the previous menu
- Press the # key to repeat an option
- Press 9 and the * key to enter a different account number
- To end your call, simply hang up

Merlin's system default is Touch Tone. Press 8* at any time to use Voice Response.

Press or Say

1 Account Balance

- Savings, Checking, IRA accumulations, Club accounts: available balance.
- Share certificates and IRA's certificates: available balance and maturity dates.
- Loans: current balance, next payment date, next payment amount, past due amount, past due payment amount, last payment date and last payment amount
- Line-of-Credit loans: current balance, available balance, next payment date, next payment amount, past due amount, past due payment amount and last payment date.
- Credit cards: current balance, available balance, next payment date, next payment amount, past due amount, past due payment amount, last payment date, last statement date and last statement ending balance



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2 Account History

- Checking: all transactions, ATM transactions, cleared checks, deposits, withdrawals and last payroll deposit
- Savings: all transactions, ATM transactions, deposits, withdrawals and last payroll deposit
- Clubs: all transactions
- Certificates: all transactions
- Line-of-Credit: all transactions, payments and advances
- Credit Cards: all transactions, payments, advances and ATM withdrawals
- Loans: all transactions and payments

History records are played in groups of 5 at a time

3 Share or Loan Check Withdrawal

Enter your five-digit zip code to get a list of available shares or loans which have the check withdrawal option. Check will be mailed to the address we have on file for you.

4 Transfer Funds between accounts or make a loan payment

- Press 1 to transfer funds immediately
- Press 2 to make an immediate payment

5 More Options

- Press 1 for stop payments
- Press 2 to change your access code
- Press 3 for future date transactions

If you have any problems accessing or using Merlin, please contact HFCU at:

(717) 533-9174

(717) 868-3080

1-800-832-4328