

Connecting with ARTIE

- Begin by calling: **402.552.7100** to connect with ARTIE.
- Once connected, press **“2”** for instructions in Spanish, or simply wait for your instructions in English.
- You’ll next have the option to choose “Speech Recognition” by selecting number **“2”**
- If choosing to select options using the keypad on your phone, select one of the following options:
 - Select 1** for Account Balance information
 - Select 2** for Account History information
 - Select 3** to Transfer funds or make a payment
 - Select 4** to deactivate or report a lost or stolen debit or credit card
 - Select 5** for these options:
 - 1 - Stop Payment
 - 2 - Change your PIN
- Once you’ve made your selection, you’ll be asked to enter your Metro Credit Union Account Number. Older accounts need not enter a dash.
- After entering your account number, if this is your first visit to ARTIE, you’ll be asked to enter the Social Security Number or Tax I.D. number of the **primary account holder** to verify your identity.
- Once verified, you’ll create your 4-digit Personal Identification Number (PIN) that you will continue to use each time you call ARTIE.
- Now, select the account type (Savings, Checking or Loan) you are interested in visiting and let ARTIE provide the information you need.

ARTIE Tip: At any time, you may return to the main menu by pressing: Star 3