

Coming February 1

# Dort BY Phone

**D**ort Federal Credit Union's current automated telephone banking system, Fabulous Freida, will retire on February 1, 2010. The technology in place to support Freida is no longer available. Because of this, Dort Federal has adopted a new and improved automated telephone banking system, **Dort By Phone**.

Like Fabulous Freida, **Dort By Phone** allows members to check account balances, transfer funds, and even make a loan payment. However, **Dort By Phone** offers enhanced features and more capabilities, making telephone banking even easier!

## Dort By Phone's new features include:

- **Option to use touch tone prompts or voice recognition to complete transactions.** You may navigate the system using verbal commands, such as allowing hands-free inquiries and transactions. Or, follow the prompts to use your key pad on your phone to navigate.

As an added security measure, **Dort By Phone** requires a 4-digit PIN that cannot be the last 4-digits of your Social Security Number. The first time you call **Dort By Phone**, you will be prompted to enter a new PIN if your current Fabulous Freida PIN is the last 4-digits of your Social Security Number.

*If you change your PIN, the next time you log in to online banking you will be asked to verify your new PIN.*

- **Deactivate a lost or stolen Dort Federal Visa Platinum Credit Card.** You can deactivate your lost or stolen Dort Federal Visa Platinum Credit Card any time, day or night, through **Dort By Phone**
  - **Listen to deposit history**
  - **Listen to account history for Visa Debit Card**
- Dort By Phone** can be accessed by calling **810.600.4093** or **866.388.7336**.

The transition to the new system will take place from February 1st thru March 8th. If you have any questions about **Dort By Phone**, call **810.767.8390**.