



Phone Reference Guide For Members

1) Dial one of the following location phone numbers below:

Midwest Branch Phone Numbers		Eastern Branch Phone Numbers	
Support Center	(419) 893-2170	Center City	(215) 751-1610
Oregon	(419) 698-6965	South Philadelphia	(215) 339-2424
Arrowhead	(419) 893-5070	Haverford	(610) 658-9800
West Toledo	(419) 474-6530	Northeast Philadelphia	(215)744-8800
Executive Parkway	(419) 537-0200	West Lawn	(610) 678-3596

2) Choose from the following options:

What would you like to do?	Number(s) to press
To connect with an employee using their four digit extension	8 then 1
To connect with an employee using their last name	8 then 2
For branch hours	8 then 3
For SunTouch 24	1
For account questions or balance transfer requests	2 then 1
For help with SunTouch 24 or Bill Pay	2 then 2
For help with your IRA, Certificate or Health Savings Account	2 then 3
For Visa Platinum credit card information or rewards status	3 then 1
For ATM or Visa check card	3 then 2
To talk to a lender about your loan or to discuss new loan options	4 then 1
To respond to a recent notice about a loan, insurance, payment protection or to inquire about Skip-A-Pay	4 then 2
For questions about a mortgage, escrow, payoff or application	4 then 3
For Member Business Solutions loans or account questions	4 then 4
To connect with our Financial Management Experts	5 then 1
To talk with GreenPath, our financial education partner, for help with budgeting or managing your debt	5 then 2
For ATM Operations or Accounting	5 then 3
For Human Resources or Marketing	5 then 4
For other help	5 then 5



After Hours Phone Reference Guide For Members

1) Dial one of the following location phone numbers below:

Midwest Branch Phone Numbers		Eastern Branch Phone Numbers	
Support Center	(419) 893-2170	Center City	(215) 751-1610
Oregon	(419) 698-6965	South Philadelphia	(215) 339-2424
Arrowhead	(419) 893-5070	Haverford	(610) 658-9800
West Toledo	(419) 474-6530	Northeast Philadelphia	(215)744-8800
Executive Parkway	(419) 537-0200	West Lawn	(610) 678-3596

2) Choose from the following options:

What would you like to do?	Number(s) to press
To leave a message for an employee using their four digit extension	8 then 1
To leave a message for an employee using their last name	8 then 2
For SunTouch 24	1
To report a lost or stolen Visa Platinum Credit Card	2
To report a lost or stolen ATM Visa Check Card	3
To find a Shared Branching Location (888) 287-9475	4
To talk with GreenPath, our financial education partner, for help with budgeting or managing your debt (866) 697-2841	5