

MARTY scripts – How to Change Your PIN

Call 1-844-315-0249

MARTY says: “Thank you for calling MARTY, your member audio response teller for Central Maine Credit Union. Please listen carefully, as the menu items have changed. For balance and amount available, press 1. To perform transaction activity, press 2. For member services, press 3. To end this call, press #.”

Press 3

MARTY says: “Please enter your member number followed by the #.”

Press your member number #

MARTY says: “Please enter your PIN number followed by the #.”

Press your PIN #

MARTY says: “Please wait while we verify your information. For checking accounts, press 1. For savings accounts, press 2. To return to the previous menu, press *. To end this call, press #.”

Press 1

MARTY says: “Please wait one moment. The current account is checking account is (suffix). To change your PIN, press 1. To select another member or account, press 2. To return to the previous menu, press *. To end this call press #.”

Press 1

MARTY says: “By continuing, you will change your personal identification number. Press 1 to continue or 2 to return to the main menu. To end this call, press #.”

Press 1

MARTY says: “Please note, your new PIN must be the same length as your current pin. Please enter your new pin followed the #.”

Enter new PIN #

MARTY says: “Please enter your new PIN again followed by the #.”

Enter new PIN #

MARTY says: "Your new PIN is set."

YOU MAY THEN HANG UP