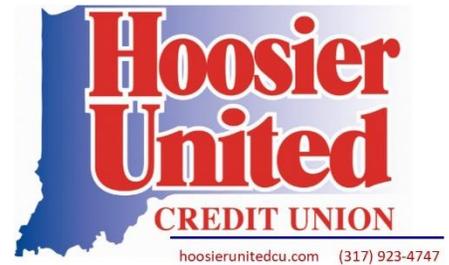


Perfect Teller Online Banking Frequently Asked Questions



How do I sign up?

- Go to www.hoosierunitedcu.com
- Click on **LOGIN** (This will direct you to the page for Perfect Teller: <https://ptapp.pt4web.com/62767>)
- Enter your account number
- When you try to put a password in, it will recognize that you are a new user and will direct you to authorize your account
- Enter your phone number to receive text or voice call authorization, and select **REQUEST PIN**
> If authorization fails, call or email the credit union to make sure we have your correct phone number on file
- Enter the PIN you receive to authorize the device for one-time or permanent use and hit **OK**
- Validate your ID by answering the questions that appear
- Create a password that meets all the requirements
- Enter your email address
- Decide if you want electronic statements (automatically selected)
- Review the disclosure (and click the box)
- Click **ENROLL**
- You will receive an enrollment confirmation screen, and be directed to login
- Enter your account number and password, then press **LOGIN**

What if I forgot my password?

- Go to login page
- Enter your account number
- Select **FORGOT PASSWORD** Link
- Enter your phone number for a text or voice call to get an authorization PIN
- Enter PIN received and hit **OK**
- Create new password that meets all the requirements
- You will then get a confirmation message, and be directed to login
- Enter your account number and new password, then press **LOGIN**

What if my phone number is not updated on my account?

Let us know. Contact us @

- Phone: 317-923-4747
- Email: credit.union@hoosierunitedcu.com

Once it is updated on your account you will be ready to go!

What is the direct link?

<https://ptapp.pt4web.com/62767>



How do I install Perfect Teller?

- You now just go to the link in Safari, Chrome, Firefox, Edge... whatever your browser, just follow the link. It is fully mobile conversion friendly with our website now!

How do I transfer money?

- Go to Login page
- Enter your account number and password, then press **LOGIN**
- Select **MENU** (Top left corner)
- Select **TRANSFER MONEY**
- A new screen will appear with a from side (SOURCE ACCOUNT) and a to (DESTINATION ACCOUNT) side
- On the left side (SOURCE ACCOUNT), click drop down menu and pick **FROM** account
- On the right side (DESTINATION ACCOUNT), click drop down menu to pick **TO** account

*If you are transferring to a different member click the yellow **OTHER** button*

- You will enter your phone number and select to receive a text or phone call for your authorization pin
- Enter your PIN
- Enter other member account number
- Enter their account password or SSN for their PIN

*If you are transferring to a different account number, that you have authorized on your account, click the box **INCLUDE MY SUB ACCOUNTS**. They will appear in the drop-down options*

- To authorize a new sub account to transfer to and from please contact us.
- Enter the dollar amount
- Select **TRANSFER**
- You will receive a confirmation page, and the transfer is complete

How do I pay my HUCU loan?

If you are paying your HUCU Loan from your HUCU account:

- Go to Login page
- Enter your account number and password, then press **LOGIN**
- Select **MENU** (Top left corner)
- Select **TRANSFER MONEY**
- A new screen will appear with a from side (SOURCE ACCOUNT) and a to (DESTINATION ACCOUNT) side
- On the left side (SOURCE ACCOUNT), click drop down menu and pick **FROM** account
- On the right side (DESTINATION ACCOUNT), click drop down menu to pick **TO** account. The **TO** account will show your loan as an option
- Enter the dollar amount
- Select **TRANSFER**
- You will receive a confirmation page, and the payment is complete



If you are paying an HUCU Loan with a different bank account

- Go to Login page
- Enter your account number and password, then press **LOGIN**
- Select **MENU** (Top left corner)
- Select **ONLINE LOAN PAYMENT** from drop-down menu, page 2. This will redirect you to:
<https://onlinepayments.website/hoosier-united/loan-payment>
- Follow the on-screen prompts to pay your loan. You will also have an option to request a receipt be emailed to you.
- You do NOT have to login to Perfect Teller to use Online Loan Payment. Please visit our website:
www.hoosierunitedcu.com if you would like to directly make a payment without logging in.

If you want to use your HUCU account to pay a loan with a different financial institution, company, or directly send funds to someone:

- Go to Login page
- Enter your account number and password, then press **LOGIN**
- Select **MENU** (Top left corner)
- Select **BILL PAY iPAY**
- Press **CONTINUE**
- You will then be directed to the HUCU Online Bill Payment Platform through iPay
- Please note, a checking account is required to use this FREE feature. Contact us if you need a checking account setup today (and start seeing the benefits IMMEDIATELY)

How do I access Bill Pay?

- Go to Login page
- Enter your account number and password, then press **LOGIN**
- Select **MENU** (Top left corner)
- Select **BILL PAY iPAY**
- Press **CONTINUE**
- You will then be directed to the HUCU Online Bill Payment Platform through iPay
- Please note, a checking account is required to use this FREE feature. Contact us if you need a checking account setup today (and start seeing the benefits IMMEDIATELY)

How do I pay my HUCU loan from a different account?

- Go to Login page
- Enter your account number and password, then press **LOGIN**
- Select **MENU** (Top left corner)
- Select **ONLINE LOAN PAYMENT** from drop-down menu, page 2. This will redirect you to:
<https://onlinepayments.website/hoosier-united/loan-payment>
- Follow the on-screen prompts to pay your loan. You will also have an option to request a receipt be emailed to you.
- You do NOT have to login to Perfect Teller to use Online Loan Payment. Please visit our website:
www.hoosierunitedcu.com if you would like to directly make a payment without logging in.

How do I pull a copy of my statements?

- Go to Login page
- Enter your account number and password, then press **LOGIN**
- Select **MENU** (Top left corner)
- Select **STATEMENTS**
- A scroll option in the middle of the screen will appear showing the Month and Year of each Statement
- Click or Tap on the one you want
- Click **GET STATEMENT**
- The statement will pull up on screen for you to review or print

How do I review transactions?

- Go to Login page
- Enter your account number and password, then press **LOGIN**
- Click or Tap on the account type you want to review (such as **REGULAR-SAVINGS** or **DRAFT-ACCOUNT**)
- Select **SHOW HISTORY**
- The most recent history will appear on screen, including pending transactions

*You can search for specific items. Pull up the account history and click **SEARCH** above the history to look for what you need.*

Please note: A pending transaction is a purchase or bill payment that has not cleared your account yet. The transaction was authorized but it has not completed posting. You will see *Anticipated Balance* underneath a transaction that has not cleared yet. This will allow you to know your account balance once the item has cleared.

Have questions or problems?

Let us know. Contact us @

- Phone: 317-923-4747
- Email: credit.union@hoosierunitedcu.com