

eTell - Telephone Banking Quick Reference

Access eTell by dialing 763-689-5067

Please listen to the options carefully, as the menu has changed.

After 4/2 you will need to re-enroll in eTell. Call us at 866-4MINNCO to get re-enrolled

1. After the greeting, enter in your **member number**, followed by the # sign.
2. For the first time accessing your account after Enhancement, use the **last four of your Social Security Number** when asked for your Personal Identification Number (PIN).
3. The system will then ask you to create a new 4 digit PIN. This new PIN will be used for future eTell calls.
4. You will be asked to select **1** for **account information**, followed by the # sign.
5. You'll be asked to select the **TYPE** of account you want to access (savings, checking, loans, etc.). *NOTE that the system is "smart" and will only present selections that apply to your account. If you don't have a loan with Minnco, "loans" will not be an option for you.*
6. After selecting the **TYPE** of account, you will be given all of your accounts that match that account type. The account number will be read, followed by a number to press to select that account. *Please note that more accounts may be presented than previous. This will occur if you are joint on other accounts. If you have trouble identifying your accounts, call us at 763-689-1071.*
7. Once you've selected the correct account, you will be asked what you would like to do (balance inquiry, recent transactions, interest info, make a transfer, make a payment, etc.)
8. Continue to follow the prompts until you've completed your business.

