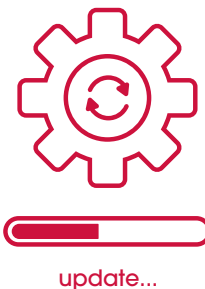




## A+CALL System



Dear Sovita Credit Union Members,

Thank you for your continued patience and understanding as we upgrade our system to better serve you. We want to inform you of upcoming changes to our A+CALL system, **effective April 2, 2025**.

### Key Updates

- **New Telephone Number:** 877.245.1895
- **Share and Loan IDs:** Now four digits
- **Global Commands:** Will be updated
- **PIN Requirement:** Must be 4–15 digits (cannot begin with zero)

### Steps to access A+CALL on or after April 2, 2025:

1. Call 877.245.1895
2. Enter your member number
3. Enter your Social Security number or tax ID
4. Create a 4–15 digit PIN (cannot begin with zero)
5. Re-enter your PIN for verification
6. Press 1 to hear your new PIN (optional)
7. Follow the prompts to transfer funds and access your account(s)
8. See reverse side for more information

## A+CALL Flow Menu

- Answer Call
  - Welcome Message
  - Main Menu
    - Account Balances
    - Account Transaction History
    - Transfer Funds or Make a Payment
      - Transfer Funds
      - Cross Account Transfer Funds
      - Loan or Credit Card Payments
    - Change your PIN
    - CD Interest Rates
    - Credit Union Information

Type of Account	Account ID
Regular Share	0000
Loans	0021-0039
Certificates of Deposit	0700-0799
HI-FI	0063
Super Club	0064
Christmas Club	0061
Summer Check Club	0065
Share Draft Checking	0019

Member Services will be available: 9:00am - 5:30pm Mon - Fri  
9:30am - 12:30pm Sat

If you have any questions, please call 810.720.8300, stop by any branch or visit [sovita.org](http://sovita.org)



We appreciate your trust and value your membership.

With Warmest Regards,  
Your Sovita Credit Union Team

