Text Banking Commands

[Frequently asked questions about Text Banking.](#)

Are keywords case sensitive?

No, keywords are not case sensitive. You can type 'help' or 'HELP.'

What are the Text Banking commands?

- *NOTE: The following text messages are used as examples. **The exact text may vary slightly.***

BAL
Responses to BAL include the available balance on three savings accounts/and or checking accounts.
- Member: "BAL"
- ItsMe247: xxxxxxxxxxxxxx:$-9,999,999.99, xxxxxxxxxxxxxx:$-9,999,999.99, xxxxxxxxxxxxxx:$-9,999,999.99. Reply HELP for help. Msg&Data Rates May Apply.

If multiple memberships are enrolled with the same phone, the response will ask you to specify the membership.
- ItsMe247: You have multiple memberships for this device, please reply BAL NICKNAME, for available balances. Reply HELP for help. Msg&Data Rates May Apply.

BAL BIZ *BAL NICKNAME (where nickname is the 1-6 character nickname for your membership, in this example is BIZ)*
Returns the available balance for up to three savings and/or checking accounts for the membership nickname specified. If you want information for a different account, you can append the 3-digit account suffix to the end of this command.
- Member: "BAL BIZ"
- ItsMe247: xxxxxxxxxxxxxx:$-9,999,999.99, xxxxxxxxxxxxxx:$-9,999,999.99, xxxxxxxxxxxxxx:$-9,999,999.99. Reply HELP for help. Msg&Data Rates May Apply.

BAL 010 *BAL SUFFIX (where suffix is the 3 digit account suffix, in this example 010)*
If you text for the balance of a specific account, you will receive additional information. If you have more than one membership, you will be asked to supply the nickname for the membership to which your account belongs.

If you text for a suffix that is a savings or checking account:
- Member: "BAL 033" (In this example, the 033 is a checking account.)
- ItsMe247: xxxxxxxxxxxxxx available balance: $-9,999,999.99, actual balance: $-9,999,999.99. Reply HELP for help. Msg&Data Rates May Apply.

If you text for a suffix that is a loan:
- Member: "BAL 670" (In this example, the 670 is a loan account.)
- ItsMe247: due: $-9,999,999.99, next payment: 99/99/99, past due? yes, payoff: $-9,999,999.99. Reply HELP for help. Msg&Data Rates May Apply.

BAL BIZ 010 *BAL NICKNAME SUFFIX (where nickname is the 1-6 character nickname for your membership, in this example BIZ and where suffix is the 3 digit account suffix, in this example 010)*
Returns the available balance of the specific membership/account combination requested. See suffix and nickname examples above.

TRANS MYCODE 100.00 TRANS + CUSTOM CODE + AMOUNT *(where the custom code is the 1-8 character code you created online)*
Transfers the specified amount between the accounts configured in the custom transfer code.

TRANS MAIN MYCODE 100.00 TRANS + NICKNAME + CODE + AMOUNT *(where the nickname is used by members with multiple memberships)*
Transfers the specified amount between the accounts under the membership nickname specified in the transfer message. The configured account nickname must be used if you have multiple credit union memberships enrolled in text banking. Note that if you have multiple credit union memberships and you send a transfer request without the nickname, you will receive a message indicating you must use the configured nickname to complete the request.

STOP
Turns off all text banking and mobile alerts for which you have enrolled with this mobile phone number. This includes all memberships enrolled in text banking.
  - Member: STOP
  - ItsMe247: You have successfully unsubscribed & will receive no further text messages from ItsMe247. Visit Online Banking for info.

STOP BIZ *STOP NICKNAME (where nickname is the 1-6 character nickname for your membership)*
Turns off all text banking and mobile alerts for the membership nickname indicated. Use this command if you have multiple memberships enrolled in text banking and wish to unenroll only one. See example for STOP above.

HELP
Provides you with help for unenrollment.
  - Member: HELP
  - ItsMe247 Text: Please call your Credit Union or visit Online Banking for more information. Reply STOP to unenroll. Msg&Data Rates May Apply.