

Telephone Menu Options

Press 1	Press 2	Press 3	Press 4	Press 5	Press 6	Press 7	Press 8
If you know your party's extension or to dial by name	Hours of Operation	WEPCO PAL Telephone Access	Loans	Debit Cards	Credit Cards	Collections	To speak with a member service representative
↓	↓	↓	↓	↓	↓	↓	↓
Press: 1: Dial by extension 2: Dial by name * : Repeat this menu #: The previous menu	Press: 1: Bloomington office 2: LaVale office 3: Oakland lobby office 4: Oakland drive-up 5: Keyser office 6: Kingwood lending office * : Repeat this menu #: The previous menu	Transferred to WEPCO PAL	Press: 1: Loan rates 2: Speak with a LaVale loan officer 3: Speak with an Oakland loan officer 4: Speak with a Keyser loan officer 5: Speak with a Kingwood loan officer * : Repeat this menu #: The previous menu	Press: 1: Activate your card 2: Report your card lost or stolen 3: All other debit card related questions	Press: 1: Report your card lost or stolen 2: Report fraud on your credit card	Transferred to the Collections Dept	Transferred to a member service representative