

Main Menu

- 1 – Account Balances
- 2 – Account History
- 3 – Transfers or Payments
- 4 – Card Services
- 5 – PIN Change
- 6 – Future Dated Transaction

Account Balance Menu:

- Select the Account Type
 - 1 – Savings
 - 1 – I know the ID of the savings
 - Enter the share ID
 - Lists Available Balance
 - 1 – Hear Additional Information
 - Available Balance
 - Amount of Last Deposit
 - Date of Last Deposit
 - Last Transaction
 - Dividend Rate
 - Prior Year Dividends
 - 2 – No Additional Information needed
 - 2 – I don't know the ID of the savings
 - Play a list of all shares
 - Press # to select the share when you hear it
 - Lists Available Balance
 - 1 – Hear Additional Information
 - Available Balance
 - Amount of Last Deposit
 - Date of Last Deposit
 - Last Transaction
 - Dividend Rate
 - Prior Year Dividends
 - 2 – No Additional Information needed
 - 2 – Checking
 - 1 – I know the ID of the checking
 - Enter the share ID
 - Lists Available Balance
 - 1 – Hear Additional Information
 - Current Balance
 - Last Deposit Amount
 - Last Deposit Date
 - Last Transaction Date
 - 2 – I don't know the ID of the checking

- Play a list of all checking accounts
 - Press # when you hear the ID you want
 - Available Balance
 - Amount of Last Deposit
 - Date of Last Deposit
 - Last Transaction
- 3 – Loan
 - 1 – I know the ID of the loan
 - Enter the ID
 - Lists Current Balance
 - 1 – Hear Additional Information
 - Payment Amount
 - Next Payment Amount
 - Payoff Amount
 - Last Payment Amount
 - Last Transaction Date
 - Interest Rate
 - YTD Interest
 - Prior Year Interest
 - 2 – I don't know the ID of the loan
 - Press # when you hear the ID you want
 - Lists Current Balance
 - 1 – Hear Additional Information
 - Payment Amount
 - Next Payment Amount
 - Payoff Amount
 - Last Payment Amount
 - Last Transaction Date
 - Interest Rate
 - YTD Interest
 - Prior Year Interest
- 4 – Credit Card
 - Current balance
 - 1 – Hear additional balance information
 - Next payment date
 - Minimum payment due
 - Available balance
 - Credit limit
 - 2 – Hear balance information for a different share
- 5 – Certificate and IRA
 - Available Balance
 - 1 - Hear Additional Information
 - Current Balance
 - Last Deposit Amount

- Last Transaction Date
- Dividend Rate

Account History Menu: (history items will play in groups of 5)

- 1 – Savings
 - 1 – I know the ID
 - Enter the ID of the share that you want to hear
 - 1 – Deposits
 - 2 – All Transactions
 - 3 – Withdrawals
 - 4 – ATM Transactions
 - 5 – Amount
 - 6 - Date
 - 2 – List all share IDs
 - Press # to select the share you want to hear
 - 1 – Deposits
 - 2 – All Transactions
 - 3 – Withdrawals
 - 4 – ATM Transactions
 - 5 – Amount
 - 6 - Date
- 2 – Checking
 - 1 – I know the ID
 - Enter the ID of the checking that you want to hear
 - 1 – Deposits
 - 2 - All Transactions
 - 3 - Withdrawals
 - 4 – Cleared Checks
 - 5 – ATM Transactions
 - 6 – Check Number
 - 7 – Amount
 - 8 - Date
 - 2 – List all checking IDs
 - Press # to select the share that you want to hear
 - 1 – Deposits
 - 2 - All Transactions
 - 3 - Withdrawals
 - 4 – Cleared Checks
 - 5 – ATM Transactions
 - 6 – Check Number
 - 7 – Amount
 - 8 - Date
- 3 – Loan
 - 1 - I know the ID
 - Enter the ID of the loan that you want to hear
 - 1 – Payments

- 2 – All Transactions
- 3 – Withdrawals
- 4 – Amount
- 5 – Date
- 2 – List all loan IDs
 - Press # to select the loan that you want to hear
 - 1 – Payments
 - 2 – All Transactions
 - 3 – Withdrawals
 - 4 – Amount
 - 5 – Date
- 4 – Certificate and IRA
 - 1 – Deposits
 - 2 – All Transactions
 - 3 – Withdrawals
 - 4 – ATM Transactions
 - 5 – Amount
 - 6 – Date

Transfer and Payments Menu:

- 1 – Funds Transfer
 - 1 – Transfer funds immediately
 - Select the type of share the transfer is coming out of
 - 1 – Savings
 - 1 – I know the ID the transfer is coming from
 - Enter the share ID
 - 1 – Transfer funds to another member’s account
 - Enter the Account number the transfer is going to
 - Select the type of account
 - 1 – Share
 - 2 – Checking
 - 1 - I know the ID of the share
 - 2 – Transfer funds within your own account
 - 1 – Savings
 - 2 – Checking
 - 3 – Loans
 - Enter the dollar amount using the * as the decimal
 - Press 1 if the dollar amount is correct
 - Press 2 if the dollar amount is incorrect
 - A summary of the transfer will play
 - Press 1 if correct
 - Press 2 if not correct
 - 2 – Play a list of share IDs
 - Press # when you hear the share that you want
 - 1 – Transfer funds to another member’s account
 - 2 – Transfer funds within your own account
 - 1 – Savings

- 2 – Checking
 - 3 – Loans
 - Enter the dollar amount using the * as the decimal
 - Press 1 if the dollar amount is correct
 - Press 2 if the dollar amount is incorrect
 - A summary of the transfer will play
 - Press 1 if correct
 - Press 2 if not correct
- 2 – Checking
 - 1 – I know the ID the transfer is coming from
 - Enter the share ID
 - 1 – Transfer funds to another member’s account
 - 2 – Transfer funds within your own account
 - 1 – Savings
 - 2 – Checking
 - 3 – Loans
 - Enter the dollar amount using the * as the decimal
 - Press 1 if the dollar amount is correct
 - Press 2 if the dollar amount is incorrect
 - A summary of the transfer will play
 - Press 1 if correct
 - Press 2 if not correct
 - 2 – Play a list of share IDs
 - Press # when you hear the share that you want
 - 1 – Transfer funds to another member’s account
 - 2 – Transfer funds within your own account
 - 1 – Savings
 - 2 – Checking
 - 3 – Loans
 - Enter the dollar amount using the * as the decimal
 - Press 1 if the dollar amount is correct
 - Press 2 if the dollar amount is incorrect
 - A summary of the transfer will play
 - Press 1 if correct
 - Press 2 if not correct
- 2 – Payment Menu:
 - 1 – Immediate Payment
 - Select the Loan ID for the payment that you’d like to make
 - 1 – I know the ID
 - Enter the ID
 - Enter the payment amount using the * as a decimal
 - Select the share type the payment is coming from
 - 1 – Savings
 - 2 – Checking
 - Enter the Share ID
 - 1 – I know the ID

- 2 – Play a list of all Share IDs
 - A summary of the payment will play
 - 1 – Confirm
 - 2 – Make changes
 - Confirmation number will be given
 - 2 – Play a list of Loan IDs
 - Press # when you hear the Loan you want
 - Enter the payment amount using the * as a decimal
 - Select the share type the payment is coming from
 - 1 – Savings
 - 2 – Checking
 - Enter the Share ID
 - 1 – I know the ID
 - 2 – Play a list of all Share IDs
 - A summary of the payment will play
 - 1 – Confirm
 - 2 – Make changes
 - Confirmation number will be given
- 4 - Card Services
 - 1 - Activate a card
 - The member will be transferred to the CO-OP activation line
 - 2 – Deactivate a card or report a card lost or stolen
 - 1 – I know the card number
 - Enter the card number
 - Enter the SSN
 - 1 – Process
 - 2 - Cancel
 - 2 - List all cards
 - Press # when you hear the card you want to block
 - Enter the SSN
 - 1 – process
 - 2 – cancel
 - 3 – Reorder a card
 - Transfers the member to the Credit Union
- 5 – Change PIN
 - Select a new 4 digit PIN
 - Re-enter your new 4 digit PIN
 - Successful
- 6 – Future Date Transactions
 - Members will hear pending ACH transactions here
 - Select the type of account you would like to hear
 - 1 – savings
 - 2 – checking
 - 3 - loan
 - 4 - certificate and IRA