

Audio Response Flow Chart

- 1. Account Balance & History
- 2. Perform Transfers
- 4. Special Services

(2)

A/C = Action Code

(4)

The A/C (Action Code) is a shortcut to the respective action listed and the corresponding 2 digit A/C may be entered at any time during the call.

(1) Account Balance & History

- 1. Current Balance
- 2. History of Deposits
- 3. History of Withdrawals
- 4. YTD Interest & Dividends
- 5. Cleared Draft History
- 6. A/C 08, List All Loans

Perform Transfers

1. Perform Transfer

- 1. A/C 93, Change PIN 2. A/C 97, Change Account
- 3. A/C 08, List All Loans

Current Balance (1)

- 1. A/C 01, Savings Balance
- 2. A/C 02, Draft Balance
- 3. A/C 03, LOC Loan Balance
- 4. A/C 09, Balance, Any Suffix
- 5. A/C 08, List All Loans

(1)

- 1. A/C 21, Savings to Draft
- 2. A/C 22, Draft to Savings
- 3. A/C 23, LOC Advance to Draft
- 4. A/C 29, Transfer between Suffixes
- 5. A/C 28, Transfer to other Account

(2)

- 1. A/C 11, Direct Deposit, Savings
- 2. A/C 16, All Deposits. Savings
- 3. A/C 12, Direct Deposit, Draft
- 4. A/C 17, All Deposits, Draft
- 5. A/C 19, All Deposits, Any Suffix

(3)

- 1. A/C 14, Withdrawal, Draft
- 2. A/C 51, ATM Withdrawal, Savings
- 3. A/C 52, ATM Withdrawal, Draft
- 4. A/C 53, ACH Withdrawal, Savings
- 5. A/C 54, ACH Withdrawal, Draft
- 6. A/C 59, All W/Dsl, Any Suffix

YTD Interest & Dividends

- 1. A/C 41, YTD Dividends, Savings
- 2. A/C 42, YTD Dividends, Draft
- 3. A/C 43, YTD Interest, LOC Loan
- 4. A/C 49, YTD Interest, Any Loan

For HELP messages, press 9

To return to the Main Menu, press *

(5)

Cleared Draft Inquiry

- 1. A/C 14, Withdrawal, Draft
- 2. A/C 15, Single Cleared Draft