Audio Response Flow Chart

Main Menu

1. Account Balance & History
2. Perform Transfers & Withdrawals
3. A/C 94, Calculate Loan Payment
4. Special Services
5. A/C 91, Current Int. & Div. Rates

(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

(2)

Perform Transfers & W/D

1. Perform Transfer
2. Perform Check Withdrawal

(4)

Special Services

1. A/C 93, Change PIN
2. A/C 97, Change Account
3. A/C 08, List All Loans
4. A/C, Enter Stop Payments

(1)

Current Balance

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)

Perform Transfers

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)

History of Deposits

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

(2)

Check Withdrawal

1. A/C 31, Check W/D, Savings
2. A/C 32, Check W/D, Draft
3. A/C 39, Check W/D, Any Suffix
4. A/C 13, Enter Stop Payments

(3)

History of Withdrawals

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

(4)

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

The Audio Response Menu offers three additional functions:

9. Plays help messages.
*. Returns member to the Main Menu.
0. Transfers member to a Member Service Representative.

These functions are available from any menu, however to avoid repetition, they will only be explained in Menu #1.

(5)

Cleared Draft Inquiry

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

A/C = Action Code