

AUDREY Guide



800.325.0808

Account & Loan Inquiries	Payments, Transfers & Withdrawals	New Member Number & Other Activity	New Member Number & Other Activity (continued)
Press 1	Press 2	Press 3	Press 3
<p>1–Account Balance</p> <ol style="list-style-type: none"> Savings (1.1.1) Checking (1.1.2) Other account balances* (1.1.3) <p>2–Account History</p> <ol style="list-style-type: none"> List of deposits* (1.2.1) List of withdrawals* (1.2.2) Dividends earned year to date* (1.2.3) List of all activity* (1.2.4) <p>3–Cleared Checks</p> <ol style="list-style-type: none"> List of checks* (1.3.1) Specific check* (1.3.2) List of checks on selected account* (1.3.3) Specific check on selected account* (1.3.4) <p>4–Loan Inquiries</p> <ol style="list-style-type: none"> Balance & payment amounts on line of credit loans (for PrivateLine)* (1.4.1) Balance & payment amounts on other loans* (1.4.2) Loan interest paid year to date* (1.4.3) 	<p>1–Loan Payment</p> <ol style="list-style-type: none"> Loan payment from savings (2.1.1) Loan payment from checking (2.1.2) Loan payment from another account* (2.1.3) <p>2–Transfer</p> <ol style="list-style-type: none"> Savings to checking (2.2.1) Checking to savings (2.2.2) Loan to checking (2.2.3) Loan to savings (2.2.4) Select accounts transfer* (2.2.5) Select a loan & account transfer* (2.2.6) <p>3–Cross Member Transfer</p> <ol style="list-style-type: none"> To transfer from membership* (2.3.1) <p>4–Make a Check Withdrawal (Cashier's Check)</p> <ol style="list-style-type: none"> Check withdrawal from savings to be mailed (2.4.1) Check withdrawal from specified account to be mailed* (2.4.2) 	<p>1–View Different Membership</p> <ul style="list-style-type: none"> Enter member number followed by # (3.1) Enter access code followed by # <p>2–Savings Rates</p> <ul style="list-style-type: none"> Current deposit & loan rates (3.2) <p>3–Loan Rates</p> <ul style="list-style-type: none"> Current deposit & loan rates (3.3) <p>4–Change Access Code</p> <ul style="list-style-type: none"> Using numbers zero through nine a new access code followed by # (3.4) Please re-enter access code <p>5–Stop Payments</p> <ul style="list-style-type: none"> Enter account number followed by # (3.5) Stop payment fee is 10:00 & no cents Press 1 - To place a stop on single check Enter check # followed by # 	<p>6–Report Lost/Stolen Card</p> <p>1–Report Cards Lost (6.1)</p> <ol style="list-style-type: none"> Credit Cards (6.1.1) Debit Cards (6.1.2) ATM Cards (6.1.3) <p>2–Report Cards Stolen (6.2)</p> <ol style="list-style-type: none"> Credit Cards (6.2.1) Debit Cards (6.2.2) ATM Cards (6.2.3) <hr/> <p>AUDREY Guide 800.325.0808</p> <p>Directions: Press 1 - To sign on Enter Member Number then # Enter Access Code then #</p> <p>Prompts:</p> <ol style="list-style-type: none"> Account & Loan Inquiries Payments, Transfers & Withdrawals New Member Number & Other Activity Disconnect or Hang Up More History Repeat Last Response Credit Union Assistance Previous Menu <p>Responding to Audrey: If asked for an account number, press 1# (Savings), 2# (Checking), or loan number.</p>