

AUDREY SERVICE GUIDE

800.325.0808



Directions:

- Press 1 – Sign on
- Enter Member Number then #
- Enter Access Code then #

- Press 2 – For Spanish

- 1 - Account & Loan Inquiries
- 2 - Payments, Transfers, Withdrawal
- 3 - New Member Number & Other Activity
- 5 - Disconnect or Hang Up
- 8 - More History
- 9 - Repeat Last Response
- 0 - Credit Union Assistance
- * - Previous Menu

	OLD	NEW
ACCOUNT BALANCES		
Account Activity *	7#	1.2.4
Account Deposits (Acct #1 or Acct #2 includes ATM & EFT) *	8#	1.2.1
Account Withdrawals (Acct #1 or Acct #2 includes ATM & EFT) *	9#	1.2.2
Regular Savings Account (#1)	11#	1.1.1
Checking Account (#2)	12#	1.1.2
Other Account Balances *	15#	1.1.3
Line-of-Credit Balance (for PrivateLine) *	16#	1.4.1
Loan Balance (for all other loans) *	16#	1.4.2
CHECKS PAID		
List of Checks Paid *	13#	1.3.1
List of Checks Paid on a Selected Account *	14#	1.3.3
Specific Check *	NA	1.3.2
Specific Check on a Selected Account *	NA	1.3.4
INTEREST/DIVIDENDS		
Interest/Dividends Paid on Savings *	18#	1.2.3
Interest Paid on Loans *	19#	1.4.3
TRANSFERS		
Savings to Checking (#1 to #2)	21#	2.2.1
Checking to Savings (#2 to #1)	22#	2.2.2
Line-of-Credit advance (Loan #142) to Savings (#1)	28#	2.2.4
Line-of-Credit advance (Loan #142) to Checking (#2)	28#	2.2.3
Amount to Account Transfer (Account Transfers not listed above) *	27#	2.2.5
Cross Member Transfers *	29#	2.3.1
CHECK WITHDRAWALS FROM SAVINGS:		
To be mailed from Savings (1#) to your address of record	31#	2.4.1
To be mailed from specified acct to your address of record *	NA	2.4.2
LOAN PAYMENTS		
From Regular Savings (#1) *	41#	2.1.1
From Checking (#2) *	42#	2.1.2
From Account other than Regular Savings (#1) or Checking (#2) *	45#	2.1.3
Select Loan & Account Transfer *	NA	2.2.6
RATE INFORMATION		
Savings Rates	51#	3.2
Loan Rates	52#	3.3
MISCELLANEOUS		
Access Different Member Number	20#	3.1
Change Access Code	66#	3.4
Stop Payment	67#	3.5
Report Lost / Stolen Debit or Credit Card	NA	3.6
Repeat Last Response	NA	8
End Conversation	99#	5
RESPONDING TO AUDREY		
If asked for an account number, press 1# (Savings), 2# (Checking), or loan number.		

* Specific Savings, Checking and/or Loan account numbers are needed to complete these transactions. Refer to your statement.