



Trademark FEDERAL CREDIT UNION

AUDIO RESPONSE TELLER

HELLO THANK YOU FOR CALLING TRADEMARK FEDERAL CREDIT UNION

Please enter the account number followed by the # sign

Please enter your pin followed by the # sign

PRESS 1 BALANCES

Share Balances **PRESS 1**

> The following suffixes are available from which to inquire

> Please enter the suffix number followed by # or press * to select a different account

> The current balance for (Savings Type) suffix (no.) is

Checking Balances **PRESS 2**

> The following suffixes are available from which to inquire

> Please enter the suffix number followed by # or press * to select a different account

> The current balance for (Checking Type) suffix (no.) is

Certificate Balances **PRESS 3**

> The following suffixes are available from which to inquire

> Please enter the suffix number followed by # or press * to select a different account

> The available balance for (term) suffix (no.)

Loan Balances and Payoff Amount **PRESS 4**

> The following suffixes are available from which to inquire

> Please enter the suffix number followed by # or press * to select a different account

> The current balance for ~

To repeat these choices **PRESS #**

To return to the previous menu **PRESS ***

To return to the opening menu **PRESS ****

PRESS 2 INQUIRIES

For Checking inquiries **PRESS 1**

> For balance information

PRESS 1 > The following suffixes are available from which to inquire
> Please enter the suffix number followed by # or press * to select a different account

> The available balance for (checking type) is

> For check clearing information

PRESS 2

For your last few checks **PRESS 1**

For quick list of cleared items by check number range **PRESS 2**

For quick list of uncleared items by check number range **PRESS 3**

For specific check by check number **PRESS 4**

For detailed listing by check number range **PRESS 5**

To search for a specific check by amount **PRESS 6**

To repeat these choices **PRESS #**

To return to the previous menu **PRESS ***

> For transaction inquiries

PRESS 3

For your last few deposits **PRESS 1** > The following suffixes are available from which to inquire

For your last few withdrawals **PRESS 2**

For your last few transactions **PRESS 3**

For your last payroll deposit **PRESS 4**

For your last dividend **PRESS 5**

To repeat these choices **PRESS #**

To return to the previous menu **PRESS ***

> For dividend information

PRESS 4 > The following suffixes are available from which to inquire
> Please enter the suffix number followed by # or press * to select a different account

> To repeat these choices

PRESS #

> To return to the previous menu

PRESS *

Savings Inquiries **PRESS 2**

> For balance information

PRESS 1 > *The following suffixes are available from which to inquire*

(list all available regular savings suffixes)

> *Please enter the suffix number followed by # or press * to select a different account*

> The current balance for suffix ~ ~

> For transaction inquiry

PRESS 2

For your last few deposits **PRESS 1**

For your last few withdrawals **PRESS 2**

For your last few transactions **PRESS 3**

For your last payroll deposit **PRESS 4**

For your last dividend **PRESS 5**

To repeat these choices **PRESS #**

To return to the previous menu **PRESS ***

> To repeat these choices

PRESS #

> To return to the previous menu

PRESS *

Loan Inquiries **PRESS 3**

> For balance information

PRESS 1 > *The following suffixes are available from which to inquire*

> For payment information

PRESS 2 {same}

> For transaction inquiry

PRESS 3 {same}

> For interest information

PRESS 4 {same}

> For loan payoff information

PRESS 5 {same}

> To repeat these choices

PRESS #

> To return to the previous menu

PRESS *

Certificate Inquiries **PRESS 4**

> For balance information

PRESS 1 > *The following suffixes are available from which to inquire*

> *Please enter the suffix number followed by # or press * to select a different account*

> *The following suffixes are available from which to inquire*

> For maturity information

PRESS 2 {same}

> For transaction information

PRESS 3

For your last few dividend **PRESS 1** > *The following suffixes are available from which to inquire*

For your last few transactions **PRESS 2** {same}

To repeat these choices **PRESS #**

To return to the previous menu **PRESS ***

> For dividend information

PRESS 4 {same}

> To repeat these choices

PRESS #

> To return to the previous menu

PRESS *

IRA Inquiries **PRESS 5**

> Share IRA

PRESS 1 > *The following suffixes are available from which to inquire*

> Certificate IRA inquiries

PRESS 2

> To repeat these choices

PRESS #

> To return to the previous menu

PRESS *

List of Hold **PRESS 6**

> *The following suffixes are available from which to inquire*

> *Please enter the suffix number followed by # or press * to select a different account*

For Year-To-Date Totals And Other Tax Info **PRESS 7**

> For tax information on a share

PRESS 1

> Tax information on certificate

PRESS 2

> Tax information on a loan

PRESS 3

> To repeat these choices

PRESS #

> To return to the previous menu

PRESS *

> To return to the opening menu

PRESS **

PRESS 3 STATEMENT INFORMATION

For The Last few Transactions On A Sub Account **PRESS 1**

> For the last few transactions on a share

PRESS 1 > *The following suffixes are available from which to inquire*

> *Please enter the suffix number followed by # or press * to select a different account*

> For the last few transactions on a certificate

PRESS 2

> For the last few transactions on a loan

PRESS 3

> To repeat these choices

PRESS #

> To return to the previous menu

PRESS *

> To return to the opening menu

PRESS **

To Inquire On A Specific Check That Has Cleared **PRESS 2**

> *The following suffixes are available from which to inquire*

> *Please enter the suffix number followed by # or press * to select a different account*

For The Last Few Checks Cleared **PRESS 3**

> *The following suffixes are available from which to inquire*

For Dividends Earned And Interest Paid **PRESS 4**

> For Tax information on a Share

PRESS 1

> Tax Information on Cert

PRESS 2

> Tax information on Loan

PRESS 3

> To repeat this choices

PRESS #

> To Return to the previous menu

PRESS *

> To Return to the Opening Menu

PRESS **

To Repeat These Choices **PRESS #**

To Return To The Previous Menu **PRESS ***

To Return To The Opening Menu **PRESS ****

PRESS 4 TRANSACTION

For Share To Share Transfer **PRESS 1**

> *The following suffixes are available from which to withdraw or transfer*

To Make A Loan Payment From Share **PRESS 2**

{same}

For Loan Advance To Share **PRESS 3**

{same}

To Make A Credit Card Payment From Shares **PRESS 4**

{same}

To request a check by mail **PRESS 5**

To Repeat These Choices **PRESS #**

To Return To The Previous Menu **PRESS ***

To Return To The Opening Menu **PRESS ****

PRESS 5 DIFFERENT ACCOUNT

PRESS 6 CHANGE YOUR PERSONAL IDENTIFICATION NUMBER

Please enter the new pin followed by the # sign

PRESS # TO REPEAT THESE CHOICES

Press * TO RETURN TO THE PREVIOUS MENU PRESS STAR