

Sample Quick Reference Guide

{Put Your System Acronym Here}

24 HOUR

USAGE

GUIDE

(xxx) xxx-xxxx EXT.xxx

For English select 1, For Spanish select 2

To Access CAPS select 1, For Current Rates select 2

Enter Base Acct Number followed by # key

Enter PIN followed by # key

<u>SUMMARY INFORMATION</u>	Menu 1 Entry	Menu 2 Entry
<i>(Account Balance)</i>		
Draft (Checking) Balance	1	1
Master Share Balance	1	2
Loan Balance	1	3
IRA Balance	1	4
Certificate Balance	1	5
To repeat Summary Options	1	8
To return to the Summary Menu	1	9

DETAIL INFORMATION 2

(Balance, Last deposit/payment, Amt. Available for Withdrawal/Advance, Last Dividend, Interest/Dividend YTD, Interest/Dividend last year, Payoff amount, Maturity Date, Interest Rate)

<u>ACTIVITY INFORMATION</u>	Menu 1 Entry	Menu 2 Entry
Most recent Transactions	3	1
Most recent Deposit/Payment	3	2
Most recent Withdrawal/Advance	3	3
Most recent Drafts Cleared	3	4
Inquire on a Specific Draft Number	3	6
To repeat Activity Option	3	8
To return to the Activity Menu	3	9

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<u>WITHDRAWAL/TRANSFERS</u>	Menu 1 Entry	Menu 2 Entry
Withdrawal	4	1
Transfer/Loan Advance	4	2
To repeat these Option	4	8
To return to the Main Menu	4	9

<u>RATES</u>	Menu 1 Entry	Menu 2 Entry
Share Rates <i>(Master, Clubs, IRA)</i>	5	1
Loan Rates	5	2
Share Certificate Rates	5	3
IRA Certificate Rates	5	4
To repeat these Option	5	8
To return to the Main Menu	5	9

CHANGE YOUR PIN 6
(Personal Identification Number)

HELPFUL HINTS

- (1) Select a PIN you can easily memorize; try not to write it down.
- (2) Know your account numbers and sub-account numbers as they are shown on your statements.
- (3) Listen to the instructions carefully and follow them exactly.
- (4) You may only perform transactions on your account. Neither transactions nor inquiries may be performed on other accounts.
- (5) Pound key = # Star key = *