Revised as of October 29, 2009

Welcome

Audio Response Flow Chart

1 To access your account

2 To report a lost or stolen credit or debit card

3 Business hours

4 Instructions on how to use this system

0 To speak to an MSR

* Exit the system

8 To repeat the menu

1 To Inquire On Your Account

- 1 Information on share draft accounts
- 2 Information on share or money market accounts
- 3 Information on certificate or IRA accounts
- 4 Information on loan accounts
- 5 Information on credit card accounts

(choose account)
1 For account balance
2 For recent transaction history
3 For inquiry by check number

(See below for additional options)

(choose account)
1 For account balance
2 For recent transaction history

(See below for additional options)

(choose account)
1 For account balance
2 For maturity date

(See below for additional options)

(choose account)
1 For account balance
2 For payment history
3 For payment information
4 To make a loan payment
5 For interest information

(See below for additional options)

(choose account)
1 For account balance
2 For the next payment due date and amount due
3 For last payment and amount paid
4 To make a credit card payment

(See below for additional options)

2 Stop Payment Request

- 1 To continue
  - 1 Individual check
  - 2 Range of checks
- 2 To cancel

3 Transfer Funds

- 1 To transfer funds
- 2 To make a loan payment
- 3 To make a credit card payment

4 Withdraw funds with a check

- 1 If you would like to withdraw from a share draft account
- 2 If you would like to withdraw from a share or money market account

5 To change your PIN

7 To logon as another member

8 To Repeat this menu

9 To return to the previous menu

0 To speak to an MSR

These options are available in all menu's

- 7 To logon as another member
- 8 To repeat the current menu
- 9 To go to the previous menu
- 0 To speak to an MSR
- * To exit the system