

HUNTINGTONIZED FEDERAL CREDIT UNION

PHONE# 304-399-1063

PHONE# 304-399-1062

AUDIO Response 32 Call Flow

**WHEN PROMPT TO ENTER YOUR ID,
ENTER THE LAST FOUR DIGITS OF
YOUR SOCIAL SECURITY NUMBER**

SHARE ID NUMBERS

<u>Description</u>	<u>Share ID</u>
Regular Shares	0
Christmas Club	10
Vacation Club	20
Traditional IRA	30
Roth IRA	40
Educational IRA	50
Checking	75
Certificates	3000+

SYSTEMS START

- Please enter your account number, followed by #
- Please enter your personal ID number, followed by #

MAIN MENU

- For balance inquiries, press 1
- For transaction inquiries, press 2
- To post a transaction, press 3
- To make changes to your account, press 4
- For card maintenance, press 5
- To replay this menu, press 9
- Press * to terminate this call

BLANACE INQUIRY MENU

- For a share blance, press 1
- For a loan balance, press 2
- For a list of all share accounts, press 3

- For a list of all loan accounts, press 4
- For a loan payoff, press 5
- For a share account year-to-date dividend inquiry, press 6
- For a loan year-to-date interest inquiry, press 7
- To return to the main menu press 8
- To replay this menu press 9
- Press * to terminate this call

TRANSACTION INQUIRY MENU

- For a specific check, press 1
- For the last five withdrawals, press 2
- For the last five deposits, press 3
- To return to the main menu press 8
- To replay this menu press 9
- Press * to terminate this call

POST TRANSACTION

- To make a share withdrawal by check, press 1
- To make a share-to-share transfer, press 2
- To make a share-to-loan transfer, press 3
- To return to the main menu press 8
- To replay this menu press 9
- Press * to terminate this call

CHANGE ACCOUNT

- To change your PIN number, press 1
- To return to the main menu press 8
- To replay this menu press 9
- Press * to terminate this call