

# AUDREY Quick Start Guide

As of 6.4.13



1. When you dial into AUDREY, you will be asked to choose between voice and touchtone:

- To respond by voice, say English or Español
- For touchtone, press 1

2. You will then have access to the menu of options:

## MAIN MENU

Press	Action
1	<b>Select an Account Type:</b> Account information, balances, transaction history, transfers, loan payments and more
2	<b>Transfer Money:</b> Transfers, loan payments, loan advances, or check withdrawals
3	<b>All Balances:</b> All account and loan balances
4	<b>General Information:</b> Branch locations and hours (no member number/PIN needed)
5	<b>Product Information:</b> General product information (no member number/PIN needed)
6	<b>More Choices:</b> Change AUDREY PIN

See reverse for detailed call flow.

## USER TIPS

Quick Tips for using the enhanced AUDREY Service

- Press 0 for Member Service Center
- Press # for "Previous Menu" (entering # is no longer required to confirm an entry, such as after your member number and PIN)
- Press \* for "Repeat Choices" (\* also serves as a decimal point when entering dollar amounts)
- When entering dollar amounts, there are two ways to indicate where the decimal point goes  
Using \$100.00 as an example, you can either:
  - Enter 100
  - Enter 100\*00 (the \* indicating the decimal point)
- You can interrupt AUDREY and indicate your selection at any time (you don't need to wait for AUDREY to stop speaking)
- If using voice, it's best not to use speakerphone because the system is very sensitive to other noise
- If you start with the speech option, you can switch to touchtone at any time. However, if you start with touchtone, you can't switch to speech.

## LOGGING IN FOR THE FIRST TIME BEGINNING 6.4.13

- You will need to use the last four digits of your social security number as your PIN
  - After that, you will be asked to choose a new PIN. If you like, you can choose the same PIN that you had previously.
- Please note: You cannot select a PIN that has already been chosen by someone with whom you have "linked" accounts (such as someone with whom you have joint accounts). If you do, you'll be asked to select a new PIN.

# AUDREY Detailed Call Flow Guide

As of 6.4.13



Press 1 to Select an Account to Work With	
<b>Savings (includes Premium Plus and Health Savings)</b> 1-Summary (Current Balance, Available Balance, Last transaction) 2- More Details (1-All Transactions, 2-Deposits, 3-Withdrawals, 4-*ACH & Payroll Deposits, 5-Last and YTD dividend) 3-Transfer Money, make a payment or have check mailed (1-Transfer from this account, 2-Make a loan payment, 3-Transfer to this account, 4-Advance from a loan, 5-Withdrawal by check, 6-Transfer to another member) 4-Select Another Account	
<b>Checking (includes Green Rewards and Money Manger)</b> 1-Summary (Current Balance, Available Balance, Last transaction) 2-More Details (1-All Transactions, 2-Cleared Checks, 3-Deposits, 4-Withdrawals, 5-*ACH & Payroll Deposits, 6-More Choices (1-Debit card Transactions, 2-Last and YTD dividend, 3-Specific Check, 4-Stop Payment on check)) 3-Transfer Money, make a payment or have check mailed (1-Transfer from this account, 2-Make a loan payment, 3-Transfer to this account, 4-Advance from a loan, 5-Withdrawal by check, 6-Transfer to another member) 4-Select Another Account	
<b>Club</b> 1-Summary (Current Balance, Available Balance, Last transaction) 2- More Details (1-All Transactions, 2-Deposits, 3-Withdrawals, 4-*ACH & Payroll Deposits, 5-Last and YTD dividend) 3-Transfer Money, make a payment or have check mailed (1-Transfer from this account, 2-Make a loan payment, 3-Transfer to this account, 4-Advance from a loan, 5-Withdrawal by check, 6-Transfer to another member) 4-Select Another Account	
<b>Certificate (includes IRAs)</b> 1-Summary Balance (Maturity date) 2-More details (1-Last & YTD dividend, 2-All Transactions, 3-Current rate info) 3-Work with another account	
<b>Loan (fixed rate loans)</b> 1-Summary (Balance, Payoff, Next payment) 2-More Details (1-All transactions, 2-Next Payment info, 3-Last & YTD interest) 3-Transfer or make payment 4-Work with another acct	
<b>Credit Card</b> 1-Summary (Current balance, Available LOC, Payoff amt, Next payment and due date) 2-More Details (1-List all transactions, 2-Next payment, 3-Last year and YTD interest) 3-Transfer money between accts or make payment (1-Advance from loan, 2-Make payment, 3-Transfer to another member) 4-Work with another account	
<b>Mortgage (includes fixed home equity loans)</b> 1-Mortgage and HE (Current balance, Payoff, Next payment) 2-More Details (1-All transactions, 2-Next Payment info, 3-Last & YTD interest, 4-Escrow (Balance, Interest earned last year, Interest earned this year, Taxes paid last year, Taxes paid this year)) 3-Transfer or make payment 4-Work with another acct	
<b>Line of credit (checking &amp; home equity)</b> 1-Checking/home equity LOC (Current loan bal, Available LOC, Payoff amt, Next payment & due date) 2-More Detail (1-All transactions, 2-Next payment, 3-Last year and YTD interest) 3-Transfer or make payment (1-Advance from loan, 2-Make payment, 3-Transfer to another member) 4-Work with another acct	
<b>Education Line of Credit</b> 1-LOC Summary (Current loan balance, Payoff, Next payment and due date) 2-More Details (1-All transactions, 2-Next payment, 3-Last year and YTD interest) 3-Transfer or make payment 4-Work with another acct	
Press 2 to Transfer Money	
Choose an account to work with: • Savings • Checking • Credit Card • LOC	Transfer Menu - Accounts (1-Transfer from this account, 2-Make a loan payment, 3-Transfer to this account, 4-Advance from a loan, 5-Withdrawal by check, 6-Transfer to another member)  Transfer Menu - Loans (1-Advance from loan, 2-Make payment, 3-Transfer to another member)
Press 3 for All Account Balances	
This lists every account, loan, mortgage, home equity line of credit balance (current and available)	
Press 4 for General Information	
1-Locations & hours	2-Locate an ATM
Press 5 for Product Information	
1-Products	2-Calculate a loan payment
Press 6 for More Choices	
1-Change PIN	2-Log in with a different member number

\* ACH – Automated Clearing House (Examples are electronic credits such as payroll, Social Security and pensions, etc.)