M PHONE TELLER

HOW THE PHONE TELLER WORKS:

Using the Members First Credit Union of Florida Phone Teller is simple when you remember the following steps. To access your account dial:

(850) 433-8350
or toll free at
(877) 433-8350

We will answer and say, "Thank you for calling Members First Credit Union Phone Teller. Please enter your account number followed by the # sign."

If your primary savings account number is 9999900, you would input: **9999900#**.

"Thank you for using your audio system. You will be required to enter your personal access code. If you have an ATM card with us, you may want to use the same access code. Please enter your new access code followed by the # sign."

If your personal access code is 1234, then you would enter: **1234#**.

The auto attendant will respond, "Please enter your social security number for verificiation followed by the # sign." (You will only be prompted for this the first time you use the Phone Teller.)

You will enter your complete social security number followed by the # sign. For example: **123456789#**.

The auto attendant will confirm your new access code and prompt you to press 1 to process or press 9 to cancel.

You will then hear options from the Main Menu.

MAIN MENU

CALL: (850) 433-8350 or TOLL FREE AT: (877) 433-8350
www.membersfirstfl.org

For **Balance Inquiries**, Press 1.
For **History inquiries**, Press 2.
For **Transfers**, Press 3.
For **Checking Information**, Press 4.
For **Loan Information**, Press 5.
For **Credit Card Inquiries**, Press 6.
For **Additional Options**, Press 7.
Go **Back to Previous Menu**, Press #.
To **Speak to an Operator**, Press 0.
To **End Call**, Press *.

SUB MENU

TRANSACTION CODES:

BALANCE INQUIRY MENU:
For **Open Share List**, Press 1.
For **Open Loan List**, Press 2.
For **Savings Balance**, Press 3.
For **Checking Balance**, Press 4.
For **Share Balance**, Press 5.
For **Loan Balance**, Press 6.

HISTORY INQUIRY MENU:
For **Last Deposit**, Press 1.
For **Last Payroll Deposit**, Press 2.
For **Share History**, Press 3.
For **Loan History**, Press 4.
For **Deposit History**, Press 5.
For **Recent Transaction Activity**, Press 6.

TRANSFER MENU:
For **Share to Share Transfer**, Press 1.
For **Share to Loan Transfer**, Press 2.
For **Loan to Share**, Press 3.
For **Savings to Checking Transfer**, Press 4.
For **Checking to Savings Transfer**, Press 5.
For **Loan to Savings Transfer**, Press 6.
For **Loan to Checking Transfer**, Press 7.
For **Savings to Loan Transfer**, Press 8.
For **Checking to Loan Transfer**, Press 9.

CHECKING INFORMATION MENU:
For **Checking Balance**, Press 1.
For **Check Number Inquiry**, Press 2.
For **Checking History**, Press 3.
For **Check Number Range**, Press 4.

LOAN INFORMATION MENU:
For **Loan Balance**, Press 1.
For **Open Loan List**, Press 2.
For **Loan Payment Inquiry**, Press 3.
For **Loan Payment History**, Press 4.
For **Loan Payoff Amount**, Press 5.
For **Loan Balance On a Specific Date**, Press 6.
For **Loan Advance Total**, Press 7.

CREDIT CARD MENU:
For **Information On Your Credit Card**, Press 1.
To **Make a Credit Card Payment**, Press 2.

ADDITIONAL OPTIONS MENU:
For **YTD Information**, Press 1.
To **Change Preferences**, Press 2. *
For a **Different Account**, Press 3.

COMMON TRANSACTION CODES:
(The following codes are listed on each Sub Menu.)
Go **Back to Previous Menu**, Press #.
To **Speak to an Operator**, Press 0.
To **End Call**, Press *.

* *Use this option to change your access code.*