



**Audio Response Teller Main Menu**

1. Account Balance & History
2. Perform Transfers & Withdrawals
3. Calculate Loan Payment
4. Special Services
5. Current Interest & Dividend Rates

<b>Account Balance &amp; History</b>
<ol style="list-style-type: none"> <li>1. Current Balance</li> <li>2. History of Deposits</li> <li>3. History of Withdrawals</li> <li>4. YTD Dividends &amp; Interest</li> <li>5. Cleared Draft Inquiry</li> <li>6. List All Loans</li> <li>7. Complete Account History</li> </ol>
<b>Current Balances</b>
<ol style="list-style-type: none"> <li>1. Share Balance</li> <li>2. Draft Balance</li> <li>3. LOC Loan Balance</li> <li>4. Balance Any Suffix</li> <li>5. List All Loans</li> </ol>
<b>History of Deposits</b>
<ol style="list-style-type: none"> <li>1. Direct Deposit – Share</li> <li>2. All Deposits – Share</li> <li>3. Direct Deposit – Draft</li> <li>4. All Deposits – Draft</li> <li>5. All Deposits – Any Suffix</li> </ol>
<b>History of Withdrawals</b>
<ol style="list-style-type: none"> <li>1. W/D – Draft</li> <li>2. ATM W/D – Savings</li> <li>3. ATM W/D – Draft</li> <li>4. ACH W/D – Savings</li> <li>5. ACH W/D - Draft</li> <li>6. All W/D – Any Suffix</li> </ol>
<b>Year to Date Interest &amp; Dividends</b>
<ol style="list-style-type: none"> <li>1. YTD Dividends – Share</li> <li>2. YTD Dividends – Draft</li> <li>3. YTD Interest – LOC Loan</li> <li>4. YTD Dividend/Interest – Any</li> </ol>
<b>Cleared Draft Inquiry</b>
<ol style="list-style-type: none"> <li>1. Draft Withdrawals</li> <li>2. Single Cleared Draft</li> </ol>

<b>Perform Transfers &amp; Withdrawals</b>
<ol style="list-style-type: none"> <li>1. Perform Transfers</li> <li>2. Perform Check Withdrawals</li> </ol>
<b>Perform Transfers</b>
<ol style="list-style-type: none"> <li>1. Share to Draft</li> <li>2. Draft to Share</li> <li>3. LOC Advance to Draft</li> <li>4. Transfer Between Suffixes</li> <li>5. Transfers to Another Account</li> </ol>
<b>Check Withdrawals</b>
<ol style="list-style-type: none"> <li>1. Check W/D – Share</li> <li>2. Check W/D Draft</li> <li>3. Check W/D – Any Suffix</li> <li>4. Enter Stop Payment</li> </ol>

<b>Special Services</b>
<ol style="list-style-type: none"> <li>1. Change PIN</li> <li>2. Change Account</li> <li>3. List All Loans</li> <li>4. Enter Stop Payments</li> </ol>

<b>Credit Union Phone Numbers</b>
<ul style="list-style-type: none"> <li>• Telephone – 516-663-2230</li> <li>• Fax – 516-663-4494</li> <li>• Loans By Phone 24/7 – 866-682-0475</li> <li>• Consumer Loans – 516-663-2108</li> <li>• Home Equity Loans – 516-663-2109</li> <li>• IRA's – 516-663-3200</li> <li>• VISA Credit/Visa Debit/ATM/ Home Banking &amp; Bill Payment Questions – 516-663-2109</li> <li>• Comments or Concerns – 516-663-3200</li> <li>• Website – <a href="http://www.wuhefcu.org">www.wuhefcu.org</a></li> </ul>

**Note (Can be used from any menu):**

- 9 – Play Help Message
- \* - Back to Main Menu
- 0 – Transfer to Teller

To End Call Just Hang-Up

Thank You for Using Your  
Credit Union