

24-HOUR AUDIO BANKING | DIAL 504.348.1314

Our Audio Banking offers both speech and touch-tone menu options. This enhanced system gives you access to all of your Accounts - giving you the convenience of accessing your Account at any time from a phone.

In addition to your Primary Account, you now have access to any other Joint Accounts you may be on through the dynamic menu options and prompts. **Please note: Your PIN must be six (6) digits and cannot start with a zero (0). If you need to reset your PIN, please press the star (*) key.**

To Authenticate: Say or Enter your Member ID and PIN
To Navigate: Say the Option Name, or Press the Corresponding Number

MAIN MENU*

- *Checking*, or Press 1
- *Savings*, or Press 2
- *Loan*, or Press 3
- *Credit Card*, or Press 4
- *Certificate or IRA*, or Press 5
- *More Options*, or Press 6
- *Representative*, or Press 0

CHECKING MENU

- *Balance*, or Press 1
- *Withdrawals*, or Press 2
- *Deposits*, or Press 3
- *Transfer Funds TO this Account*, or Press 4
- *Transfer Funds FROM this Account*, or Press 5
- *More Options*, or Press 6
 - *Stop Payment*, or Press 1
 - *Check Search*, or Press 2
 - *Dividend Information*, or Press 3

SAVINGS MENU

- *Balance*, or Press 1
- *Withdrawals*, or Press 2
- *Deposits*, or Press 3
- *Transfer Funds TO this Account*, or Press 4
- *Transfer Funds FROM this Account*, or Press 5
- *Dividend Information*, or Press 6

ON ANY MENU, AT ANY TIME:

To hear options again, say **Repeat**, or press the # key. Return to the **Main Menu**, press **9**.

*The **Main Menu** is dynamic and will only offer product prompts for Share types listed on your Account. For example, if you are Primary on one (1) Account and Joint on two (2) others, the menu options presented will list your Share types with the last two (2) digits of your Account Number and Share ID (i.e. XXS0020). Please note, touch-tone numbers will change depending on your Share types.

LOAN MENU

- *Loan Information*, or Press 1
- *Payoff*, or Press 2
- *Make a Payment*, or Press 3
- *Transactions*, or Press 4

CREDIT CARD MENU

- *Credit Card Information*, or Press 1
- *Payoff*, or Press 2
- *Make a Payment*, or Press 3
- *Transactions*, or Press 4

CERTIFICATE / IRA MENU

- Say *Certificate*, or Press 1 OR
- Say *IRA*, or Press 2
 - *Balance*, or Press 1
 - *Dividends*, or Press 2
 - *Maturity Date*, or Press 3

MORE OPTIONS MENU

- *Lost Card*, or Press 1
- *Transfer Money*, or Press 2
- *Share Certificate Rates*, or Press 3
- *Change PIN*, or Press 4
- *Hear Branch Locations & Hours*, or Press 5
- *Set Up Preferences*, or Press 6