

Huntingtonized Federal Credit Union Interactive Voice Response (IVR) User Manual

To access IVR, - (304)399-1062 or (304)399-1063

Member Number _____

PIN _____

New User Instructions:

* The PIN for first new users will be the last 4-digits of the primary member's social security number. You will be prompted to change your IVR PIN before you may continue to the main menu.

Main Menu Options

- 1 Deposit Account Inquiry
- 2 Loan Account Inquiry
- 3 Transfer Funds for Deposit Accounts
- 4 Make a Loan Payment
- 5 CU Account Rates
- 6 Credit Union Hours
- 7 Change IVR PIN
- 8 End This Call
- 9 Repeat This Menu

Share Balance Inquiry Menu

- 1 Last 5 Transactions
- 2 Last 5 Withdrawals
- 3 Last 5 Deposits
- 5 Last 5 Direct Deposits
- 6 Select a Different Account
- 7 Withdrawal by Check
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Share Transactions History Menu

- 1 Next 5 Transactions
- 2 Previous 5 Transactions
- 3 Repeat Current 5 Transactions
- 5 Select a Different Account
- 6 Select a Different Account
- 7 Return to Previous Menu
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Share Draft Balance Inquiry Menu

- 1 Last 5 Transactions
- 2 Last 5 Withdrawals
- 3 Last 5 Deposits
- 4 Last 5 Checks
- 5 Last 5 Direct Deposits
- 6 Select a Different Account
- 7 Search for a Check
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Share Transactions History Menu

- 1 Next 5 Transactions
- 2 Previous 5 Transactions
- 3 Repeat Current 5 Transactions
- 5 Select a Different Account
- 6 Select a Different Account
- 7 Return to Previous Menu
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Loan Balance Inquiry Menu

- 1 Last 5 Transactions
- 2 Last 5 Payments
- 3 Last 5 Charges
- 6 Select a Different Account
- 7 Withdrawal by Check
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Loan Transactions History Menu

- 1 Next 5 Transactions
- 2 Previous 5 Transactions
- 3 Repeat Current 5 Transactions
- 6 Select a Different Account
- 7 Return to Previous Menu
- 8 End This Call
- 9 Repeat This Menu
- * Return to Main Menu

Requirements

IVR requires a touch-tone phone. Rotary phones are not supported.

For Assistance or Technical Support please contact Huntingtonized at (304)528-2400

AUDIO TELLER REQUEST FORM

Signature _____

Member Number _____

Date _____