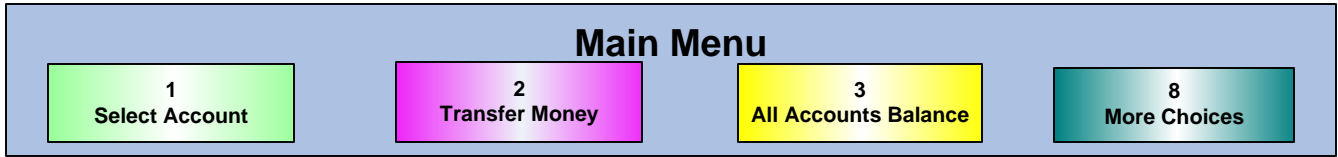


TellerPhone Call Flow

TellerPhone Greeting
 Press "1" for touch tone, or say "voice" for voice recognition



Available Account Types	1 – Checking
	2 – Savings
	3 - Credit Cards
	4 – Loans
	5 - Line of Credit
	6 – Certificates

Available Account Types	1 - Checking
	2 - Savings
	5 - Line of Credit

This option provides a summary of all account balances

More Choices Menu
3 - Change PIN
5 – Logon to different account

Transfer Money Menu
<i>From Checking or Savings</i>
1 – Transfer to an account
2 – Make a loan payment
3 – Transfer from an account
4 – Advance from a loan
5 – Have a check sent
6 – Transfer to another member's account
<i>From Line of Credit</i>
1 – Advance from a loan
3 – Make a loan payment
5 – Have a check sent

NOTES:
Repeat choices - * or say "repeat" in voice mode
Return to previous menu - # or say "back" in voice mode
Transfer to Operator – press "0" or say "Operator" in voice mode
Decimal Point – use the asterisk
To end the call - Hang up

IRA's are now under Savings
Money Market Accounts are now under Checking

Account Menus
1 – Account Summary
2 – More Details
3 – Transfer Money
4 – Select Another Account

