



The New, Improved ART

ART (Audio Response Teller)

1-201-659-BOLD (2653)

ART is now even better and much easier to use!

Here are a few hints about using the new ART:

When you call in you will first be asked to choose a language because ART now speaks Spanish, too!

You will then have the option to log in as a member (#1). From there, you can:

- ☺ Retrieve information about all your savings accounts and loans
- ☺ Make transfers between shares and payments from shares to loans
- ☺ Retrieve total balances and tax information
- ☺ Change your password and access a loan calculator

If you want other credit union information, **do not login as a member**, but choose (#4). From there, you will find:

- ☺ Credit union location, phone & fax numbers
- ☺ Credit union hours and 24 hour assistance numbers for debit and credit cards
- ☺ Current share and loan rates
- ☺ Membership qualifications

Other Notes

You will use your account number followed by the # sign and a pin number to access the system. If you have forgotten your pin or if you never had one, please call the office for a new PIN code.

- ☺ Dollar amounts must be entered as both dollars and cents (\$100.00=10000)
- ☺ You do not need to wait until an entire message plays before entering your selection
- ☺ All balances are real time and so are any transactions that you conduct with ART
- ☺ Payments to mortgage loans cannot be made through ART
- ☺ Withdrawals cannot be made from certain types of shares (IRAs, escrow, & club accounts)
- ☺ To end your call, press 9