



The ART "Cheat Sheet"

ART (Audio Response Teller) 1-201-659-BOLD (2653)

Enter your account number followed by the # sign
 Enter your 4 digit pin (for all members with accounts open prior to 2/1/02 this will initially be set to the last 4 digits of your SSN. All other members, please the office for your initial PIN code).

Notes on Art:

- ☺ Dollar amounts must be entered as both dollars and cents (\$100.00=10000)
- ☺ Every member's primary share account suffix=00
- ☺ Always end your call by pressing 98
- ☺ You do not need to wait until an entire message plays before entering your selection
- ☺ All balances are real time as are transactions processed through ART. However, be aware that transactions initiated through CU@home are posted according to transmission update schedules and will not be reflected immediately.
- ☺ Payments to mortgage loans cannot be made through ART at this time.

Balance Inquiries

30 Checking
 31 Shares
 32 Loans
 33 Certificates
 34 IRAs

Checking Inquiries

40 Last 5 checks cleared
 41 Last checking deposit
 42 Checks cleared by number

Transfer Transactions

10 Share to share
 11 Share to loan
 17 Share to check

History

50 Last 5 checking deposits
 51 Last 5 share deposits
 52 Last 5 share withdrawals
 53 Last 5 VISA check card transactions
 54 Last 5 ACH deposits
 55 Last 5 ACH withdrawals
 56 Last 5 payroll deposits

Miscellaneous Codes

81 Loan payoff inquiry
 82 Loan calculator
 85 CD maturity date
 96 Change PIN code
 98 End call
 99 HELP!

General Inquiries

70 Hours
 73 Loan rates
 74 Share rates
 76 CD rates

Dividends & Interest

60 YTD dividends
 61 YTD interest
 62 Prior year dividends
 63 Prior year interest
 64 Last dividend paid