

# GPA CREDIT UNION AUDIO RESPONSE SYSTEM 24 HOUR USAGE GUIDE

(912) 963-5558 or toll-free (888) 526-8892

## To Access AUDIO RESPONSE SYSTEM

Enter Base Acct Number (This is your social security number) followed by # key  
 Enter PIN followed by # key (First time PIN is last 4 digits of your Social Security  
 Number - You will be prompted to change your PIN before using the system)

<u>SUMMARY INFORMATION</u> (Account Balance)	Menu 1 Entry	Menu 2 Entry
Draft (Checking) Balance	1	1
Master Share Balance	1	2
Loan Balance	1	3
IRA Balance	1	4
Certificate Balance	1	5
To repeat Summary Options	1	8
To return to the Summary Menu	1	9

<u>DETAIL INFORMATION</u> (Balance, Last deposit/payment, Amt. Available for Withdrawal/Advance, Last Dividend, Interest/Dividend YTD, Interest/Dividend last year, Payoff amount, Maturity Date, Interest Rate)	2
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<u>ACTIVITY INFORMATION</u>	Menu 1 Entry	Menu 2 Entry
Most recent Transactions	3	1
Most recent Deposit/Payment	3	2
Most recent Withdrawal/Advance	3	3
Most recent Drafts Cleared	3	4
Most recent Debit Card Transactions	3	5
Inquire on a Specific Draft Number	3	6
To repeat Activity Option	3	8
To return to the Activity Menu	3	9

## WITHDRAWAL/TRANSFERS

Withdrawal	Menu 1 Entry 4	Menu 2 Entry 1
Transfer	4	2
To repeat these Option	4	8
To return to the Main Menu	4	9

## RATES

Share Rates	Menu 1 Entry 5	Menu 2 Entry 1
Loan Rates	5	2
Share Certificate Rates	5	3
IRA Certificate Rates	5	4
To repeat these Option	5	8
To return to the Main Menu	5	9

## CHANGE YOUR PIN

(Personal Identification Number) 6

## HELPFUL HINTS

- (1) Select a PIN you can easily memorize; try not to write it down.
- (2) Know your account numbers and sub-account numbers as they are shown on your statements.
- (3) Listen to the instructions carefully and follow them exactly.
- (4) You may only perform transactions on your account. Neither transactions nor inquiries may be performed on other accounts.
- (5) Pound key = # Star key = \*