

# Your Account at Your Fingertips from Any Touchtone Phone

## Access Your Accounts 24 Hours a Day - 7 Days a Week

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**CONVERGE IVR 859-231-8268**

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**Please enter your member number followed by the pound sign.**

(Note: You will only enter your member number one time during your phone session.)

Please use the following guide for any selection requesting account number

| <u>Acct#</u> | <u>Title</u>    |
|--------------|-----------------|
| 1            | Savings         |
| 2            | Checking        |
| 4            | Vacation Club   |
| 5            | Second Savings  |
| 6            | Christmas Club  |
| 13           | Second Checking |

Enter your access code followed by the pound sign

### **Main Menu**

**For account and loan inquiries, enter 1.**

**For payments, transfers and withdrawals, enter 2.**

**For other activities, enter 3.**

**For account and loan inquiries, enter 1.**

For account balance inquiry, enter 1.

For your savings account, enter 1.

For your checking account, enter 2.

For all other account balances, enter 3. (Refer to account number guide above)

For account history, enter 2

For a list of deposits, enter 1. (Refer to account number guide above)

For a list of withdrawals, enter 2. (Refer to account number guide above)

(Electronic debits, Debit and ATM withdrawals, Checks converted to electronic debits)

For a list of all activity, enter 4. (Refer to account number guide above)

(Deposits, Electronic debits, Debit and ATM withdrawals, Checks converted to electronic debits)

To return to the previous menu, enter \*.

For cleared checks, enter 3

For a list of checks on your checking account, enter 1.

For a specific check on your checking account, enter 2.

For a list of checks on a selected account, enter 3. (Refer to account number guide above)

For a specific check on a selected account, enter 4. (Refer to account number guide above)

To return to the previous menu, enter \*

For loan inquiry, enter 4

For balance and payment amounts on your line of credit loan, enter 1.

For balance and payment amounts on other loans, enter 2.

**Payments, Transfers, and Withdrawals, enter 2.**

To make a loan payment, enter 1.

For a loan payment from your savings account, enter 1.

For a loan payment from your checking account, enter 2.

For a loan payment from another account, enter 3. (Refer to account number guide above)

To make a transfer, enter 2.

For a savings to checking transfer, enter 1.

For a checking to savings transfer, enter 2.

To select accounts for transfer, enter 5. (Refer to account number guide above)

To withdraw a check, enter 4.

For a check withdrawal from your savings account to be mailed, enter 1.

For a check withdrawal from a specified account to be mailed, enter 2. (Refer to account number guide above)

**For other activities, enter 3.**

To go to different membership, enter 1.

To change your access code, enter 2.

To return to the previous menu, enter \*.