

# INTERACTIVE VOICE RESPONSE (IVR) OVERVIEW

Main Member Care Line  
 Local: 404.715.4725 | Toll Free: 1.800.544.3328

Member Verification

Main Menu:  
 Choose from the following options



## Existing Accounts and Loans

- Checking
- Money Market
- Savings (Savings, IRA)
- CD (CD, IRA CD)
- Credit Card
- Loan (Loan, LOC, HELOC)
- Health Savings
- Mortgage

### Functions

- Balance
- Recent Activity
- Reorder Checks
- Stop Payment
- Interest Information
- Credit Limit Increase
- Apply For a New Loan
- Payoff Information

Additional Prompts

## Card Services\*

- Report Card Lost/ Stolen
- Deactivate a Card
- Inquire About Unusual Activity
- Order a Replacement Card
- Activate a Card
- Change Card PIN

Additional Prompts

## Make a Payment\*

- Pay to Account
- Pay From Account
- Pay Amount
- Confirm Payment

Additional Prompts

## Transfer Funds

- Transfer From Account
- Transfer Amount
- Transfer To Account
- Confirm Transfer

Additional Prompts

## Online and Mobile Application Support

- Password Reset
- Username Lookup
- Unlock My Account

Additional Prompts

## Other Options

- New Accounts/ Loans
- Change Telephone PIN
- Branch Information
- Insurance
- Retirement
- Wire Transfer
- Agent

Additional Prompts

\*If there are no card or payment accounts associated with the membership, then these menu options are not offered.