## **VOICE RESPONSE SYSTEM FLOW CHART**

Using our Voice Response System is easy and quick with this helpful reference guide.

Perform many simple transactions right over the phone.

## Call 800.357.9654; press 1 to access Voice Response or call 702.697.8000 directly

## **Balance Inquiries** Withdrawals 1 Savings Balance 1 Savings Withdrawal 2 Checking Balance 2 Checking Withdrawal 2 Use Main Menu 3 Loan Balance 3 Loan Advances 4 Open Share List 9 To replay the current menu 3 Speak with an Operator 5 Open Loan List # To return to the previous menu 6 Share Balance on a Specific Date 4 New Card Activation 7 Loan Balance on a Specific Date 9 To replay the current menu 5 Report Lost or Stolen Card **Checking Information** 0 Speak with an Operator 1 Checking Balance # To return to the previous menu \* End Call 2 Check Number Inquiry 3 Checking History 4 Check Copy Request **History Inquiries** 5 Check Stop Payment **Enter Account Number** 1 Last Payroll Deposit 7 Check Number Range 2 Last Deposit **Enter Member PIN Number** 9 To replay the current menu 3 Share History # To return to the previous menu 4 Loan History 5 Deposit History **MAIN MENU** 6 Recent Transaction Activity Year-to-Date Information 9 To replay the current menu 1 IRA Contribution # To return to the previous menu 1 Balance Inquiries 2 Dividend Information 3 Interest Information 2 History Inquiries 9 To replay the current menu Recent Transaction Activity # To return to the previous menu 1 Checking History 3 To Make Withdrawal 2 ATM History 3 ACH History 4 Transfers **Additional Operations** 4 Payroll History 1 Reorder Checks 5 Loan Payment History 5 Checking Information 2 Year-to-Date Information 6 Debit Card History 4 Change Preferences 7 Credit Card History 6 Loan Information 8 Point of Sale History 5 Change Account 9 To replay the current menu 7 Additional Options 9 To replay the current menu # To return to the previous menu # To return to the previous menu O Speak with an Operator \* End Call **Loan Information Transfers** 1 Savings to Checking Transfer Balance Information 2 Checking to Savings Transfer 2 Loan Payment Inquiry 3 Share to Share Transfer 3 Loan Payment History 4 Loan to Savings Transfer 4 Loan Payoff Amount 5 Loan Balance on a Specific Date 5 Loan to Checking Transfer 6 Savings to Loan Transfer 6 Loan Advance Total 7 Checking to Loan Transfer 7 Mortgage Loan Inquiry **SILVER STATE** 8 Share to Loan Transfer 8 Mortgage Payment 9 To replay the current menu 9 To replay the current menu # To return to the previous menu # To return to the previous menu **SCHOOLS**