

EXPERT MODE

Share ID Numbers

Within Info 24 are Share ID Numbers that help identify your credit union account types.

The prefixes to these numbers include:

| | |
|--------------------------|-------|
| Regular Savings | 00 |
| Special Purpose Accounts | 01-09 |
| IRA | 10-14 |
| 457 Plan | 15-19 |
| Money Market | 30-34 |
| Checking | 80-89 |

*Please check your statement for your

personalized Share ID Numbers — they may differ from those listed in this helpful list of share numbers. Info 24 will restate any transactions you have completed and ask you to confirm by entering 1#, or cancel by entering 9#.

Please note: Entering these numbers before Info 24 has finished speaking may cancel your previous transactions.

Call Info 24 at 904.371.8000 or 800.342.8416 ext. 8000

1. When Info 24 answers, enter your account number followed by # (ex: 99000#)
2. Enter your access code followed by #
3. Enter your service code (see list) followed by #

SERVICE CODES

Balance Inquiries

| | |
|----------------------------------|-----|
| Saving Balance | 11# |
| Share Balance | 13# |
| List All Share ID's and Balances | 15# |
| List All Loan ID's and Balances | 16# |

Histories

| | |
|----------------------|-----|
| Last Payroll deposit | 21# |
| Last Deposit | 22# |
| Share History | 23# |
| Loan History | 24# |
| Deposit History | 25# |
| Check History | 26# |
| ATM History | 27# |
| ACH History | 28# |
| Payroll History | 29# |

Transfers

| | |
|---------------------|-----|
| Savings to Checking | 41# |
| Checking to Savings | 42# |
| Share to Share | 43# |
| Loan to Checking | 45# |
| Loan to Share | 46# |
| Savings to Loan | 47# |
| Checking to Loan | 48# |
| Share to Loan | 49# |

Checking

| | |
|-----------------------|-----|
| Checking Balances | 51# |
| Check Number Inquiry | 52# |
| Check Copy | 54# |
| Check Stop Payment | 55# |
| Debit Card History | 67# |
| Point of Sale History | 68# |

Loans

| | |
|----------------------|-----|
| Loan Balance | 61# |
| Loan Payment Inquiry | 63# |
| Loan Payment History | 64# |
| Loan Payoff Amount | 65# |

Additional Options

| | |
|---|-----|
| Transfer to a Member Service Representative | 66# |
| IRA Contribution | 71# |
| Dividend information | 72# |
| Interest Information | 73# |
| Change Access Code | 74# |
| Change to Menu Mode | 75# |
| New Account Number | 90# |
| Help | 98# |
| End Call | 99# |

Info 24

Quick Reference



Menu Mode

Main Menu

| | |
|---------------------|---|
| Balance Inquiries | 1 |
| Histories Inquires | 2 |
| Transfers | 3 |
| Checking | 4 |
| Loans | 5 |
| Additional Options | 6 |
| Member Services | 0 |
| Replay Current Menu | # |
| End the Call | * |

Balance Inquiries 1

- 1 — Savings Balance
- 2 — Checking Balance
- 3 — Share Balance
- 4 — Loan Balance
- 5 — Lists All Share IDs/
Balances
- 6 — Lists All Loan IDs/
Balances
- 0 — Member Services
- # — Return to Main Menu
- 8 — Replay Current Menu
- 9 — Return to Main Menu

Histories 2

- 1 — Last Payroll Deposit
- 2 — Last Deposit
- 3 — Share History
- 4 — Loan History

Histories 2 cont.'

- 5 — Deposit History
- 6 — Recent Transaction
Activity
- 1 Checking # History
- 2 ATM History
- 3 ACH History
- 4 Payroll History
- 5 Loan Payment History
- 0 — Member Services
- # — Previous Menu
- 8 — Replay Current Menu
- 9 — Return to Main Menu

Transfers 3

- 1 — Savings to Checking
- 2 — Checking to Savings
- 3 — Share to Share
- 4 — Loan to Savings
- 5 — Loan to Checking

Transfers 3 cont.'

- 6 — Loan to Share
- 7 — Savings to Loan
- 8 — Checking to Loan
- 9 — Share to Loan
- 0 — Member Services
- # — Previous Menu
- * — End Call

Checking 4

- 1 — Checking Balance
- 2 — Check Number Inquiry
- 3 — Checking History
- 4 — Check Copy Request
- 5 — Check Stop Payment
- 0 — Member Services
- # — Previous Menu
- 8 — Replay Current Menu
- 9 — Return to Main Menu
- * — End Call

Loans 5

- 1 — Loan Balance
- 2 — Open Loan List
- 3 — Loan Payment Inquiry
- 4 — Loan Payment History
- 9 — Replay Current Menu
- 0 — Member Services
- # — Previous Menu
- * — End Call

Additional Options 6

- 1 — Year-to-Date Info.
- 2 — Change Preferences
- 3 — Change Account
- 0 — Member Services
- # — Previous Menu
- 8 — Replay Current Menu
- 9 — Return to Main Menu
- * — End Call

Address

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800.342.8416

www.CommunityFirstFL.org

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