



## Telephone Banking Guide Using Spoken Commands

The following suggested voice commands will help you complete your Telephone Banking transactions. Once you've entered your PIN, simply say:

<p><b>Making Payments</b></p>	<ul style="list-style-type: none"> <li>- "I want to make a payment on my new car loan."</li> <li>- "I need to pay my credit card bill."</li> <li>- "I want to pay my mortgage."</li> </ul>
<p><b>Balance Inquiries</b></p>	<ul style="list-style-type: none"> <li>- "What is my savings account balance?"</li> <li>- "What is the balance of my checking account?"</li> <li>- "I need to know the balance of my certificate account."</li> </ul>
<p><b>Request Transfers With a Dollar Amount</b></p>	<ul style="list-style-type: none"> <li>- "Transfer \$75 from checking to savings"</li> <li>- "I need to transfer \$1,000 to my checking account from my savings."</li> <li>- "I would like to transfer \$175.43 from savings to my club."</li> <li>- "I want to move money from my club account to savings."</li> </ul> <p>(The system will prompt you for a dollar amount.)</p>
<p><b>Request Transfers Without a Dollar Amount</b></p>	<ul style="list-style-type: none"> <li>- "Transfer funds from checking to savings."</li> <li>- "I need to transfer money to my checking account from my savings."</li> <li>- "I would like to move cash from savings to my club."</li> <li>- "I want to move money from my club account to savings."</li> </ul>

**Navigation  
Commands**

**For assistance with the system**

- "Help"
- "Help please"
- "Help tips"

**To return to the main menu**

- "Main Menu"
- "Go to the beginning"
- "Start over"

**To return to the previous menu**

- "Previous"
- "Go back"
- "Back"
- "Back up"

**To replay the information you just heard**

- "Repeat"
- "Could you repeat that please?"
- "Repeat please"
- "Return"

**To speak with a Member Service Representative**

- "Transfer"
- "Operator"
- "Agent"
- "Representative"
- "I just need to talk to a person"
- "Member Care"
- "Member Services"
- "Transfer to an agent"