

# Audio Response



A **CONVENIENT & SECURE** way to access your account over the phone.

## Account Information at your fingertips.

Steps to use Audio Response:

1. Dial 716.847.8026 Non-local 888.847.6900
2. Enter your account number followed by the pound (#) sign  
*TIP: If your account number is your SSN (Social Security Number), you must drop the first number  
If the 2nd number of your SSN is a zero, you must drop that number as well*
3. Enter your SSN
4. Enter new 4 digit Personal Identification Number (PIN)

### For Savings Account Balance

5. Press 1 (Account Balance & Transaction History)
6. Press 1 (Current Account Balance)
7. Press 1 (Savings Balance)

### For Checking Account Balance

5. Press 1 (Account Balance & Transaction History)
6. Press 1 (Current Account Balance)
7. Press 2 (Checking Balance)

### To Transfer money from your Savings Account to your Checking Account

5. Press 2 (Perform Transfers)
6. Press 1 (Perform Fund Transfers)
7. Press 1 (Transfers from savings to checking)

## Additional Options.

At all menus you may use the **STAR (\*)** key to return to the previous Menu.

## Helpful Hint.

When entering dollar amounts, the entries must have dollars and cents with no decimal point. Use the pound (#) sign to end your entry.

Example: \$100.00=10000# \$10.39=1039#

## Voicemail Guide for 716.847.6960.

Department	Extension
Member Service	226 247
Loan Department	228 229 235 245
Collections and Disability Department	237 244 248
Fraud Department	238
Head Teller	249
Accounting Department	230 234 252
Administrative Assistant	253
Operator	221

## Buffalo Metropolitan Federal Credit Union Your Community Credit Union

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bflometrocu.org ▪ Find us on facebook

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Front

Back

Follow Steps 1-4 on the Front of the Brochure!  
Then select a **blue heading** to continue to **Step 5** & a **grey heading** to continue to **Step 6**.

**Acct. Balance & Transaction History Press 1**

For current balance-Press 1 & then select one of the following:

Savings Balance	Press 1
Checking Balance	Press 2
Line of Credit Balance	Press 3
Balance for any other acct.	Press 4
Balance on all active loans	Press 5

For history of deposits-Press 2 & then select one of the following:

Direct Deposit to Savings	Press 1
All Deposits to Savings	Press 2
Direct Deposit to Checking	Press 3
All Deposits to Checking	Press 4
All Deposits to Any Suffix	Press 5

For history of withdrawals-Press 3 & then select one of the following:

List of Cleared Checks	Press 1
ATM Withdrawals-Savings	Press 2
ATM Withdrawals-Checking	Press 3
ACH Withdrawals-Savings	Press 4
ACH Withdrawals-Checking	Press 5
All Withdrawals	Press 6

For Year-To-Date Dividends & Interest - Press 4 & then select one of the following:

YTD Dividends-Savings	Press 1
YTD Dividends-Checking	Press 2
YTD Interest-Line of Credit	Press 3
YTD Interest ANY Suffix	Press 4

For current history of cleared checks-Press 5 & then select one of the following:

List of Cleared Checks	Press 1
Single Cleared Check	Press 2

For a list of all active loans-Press 6

For a complete history of all account transactions-Press 7

**Perform Transfers Press 2**

To perform fund transfers-Press 1 & then select one of the following:

Transfer from Savings to Checking	Press 1
Transfer from Checking to Savings	Press 2
Transfer Between any two Suffixes	Press 3

To perform a check withdrawal-Press 2 & then select one of the following:

Initiate Check from Savings	Press 1
Request Check from Checking	Press 2
Request Check from any Suffix	Press 3

**Calculate a Loan Payment Press 3**

To calculate a loan payment-Press 1

To calculate an amount that can be borrowed-Press 2

To list all active loans-Press 3

**For Special Services Press 4**

To change your Pin Number-Press 1

To access a different account number-Press 2

To list all active loans-Press 3

To make a stop payment-Press 4

**Suffix Numbers**

Shares-Savings	001
Organization	001
Share Business	001
Share Teen Cents	001
Safari Youth	001
Draft-Checking	009
Draft-Checking Business	009
Money Market	015
Shares-Holiday	025

Loan & Certificate Suffix Numbers are found on your statement or transaction receipts