

Roanoke Virginia Firemen Federal Credit Union

"ON DUTY" Telephone Teller

(540) 342-9118

Use the following menu to access your account information.

All Menu items MUST be followed by the # key.

You may interrupt any voice prompt by entering a menu choice.

Enter your Account Number without the trailing 00
(If your account number is 12300, just enter 123, if it is 103000, enter 1030)

Enter your Personal Identification Number (Contact the Credit Union via telephone or on the Web to get your PIN)

Make sure to change your PIN number the first time you use the system for security reasons
(Option 4 - 31)

Main Menu

- 1 - General Credit Union
- 2 - Current Savings Rates
- 3 - Current Loan Rates
- 4 - Account Information
- 6 - Payment Calculator
- 99 - Exit the System

Sub Section Menus (After you select one of the Main Menu Choices)

- | | | |
|----------------------------|---|-------------------------------|
| 1 - General CU Info | 4 - Account Information Menu | 6 - Payment Calculator |
| 1 - Credit Union Hours | 11 - Share Balance Information | 1 - Calculate Payment |
| 2 - Telephone Numbers | 12 - Loan Balance Information | 2 - Calculate Loan Amount |
| 3 - Web Site Information | 13 - Share Draft Clearing | 0 - Return to Main Menu |
| 4 - New Car Rates | 14 - Last Dividend Posting Information | |
| 5 - Used Car Rates | 15 - Payroll Deduction Information | |
| 6 - Personal Loan Rates | 16 - Current Savings Rates | |
| 0 - Return to Main Menu | 17 - Current Loan Rates | |
| | 18 - Transfer Funds on your account | |
| | 19 - Share Account Deposits / Withdrawals | |
| | 20 - Loan Payments / Advances | |
| | 21 - Request a Check Withdrawal | |
| | 22 - Transaction History | |
| | 31 - CHANGE YOUR P.I.N. | |
| | 99 - Exit the System | |