

IVR (Integrate Voice Response)

#	Option	Sub-Option	Sub-Option 2	Transfer to:	Threshold	Redirect to:
		If you know the extension you may dial it at anytime or for the company directory, press # (or X)		Automated system		
1	Account Access - Automated Teller			Automated system		
2	Hours			Automated system		
3	Card Services	1 Visa Debit Cards	1 To File a Transaction Dispute	MS Department	High	
			2 To Activate a new card	Visa DPS		
			3 All other Debit card questions	MS Department	High	
			9 Return to previous menu			
		2 Visa Credit Cards	1 To file a transaction dispute	FIS		
			2 To report a lost or stolen card	FIS		
			3 To activate a new card	FIS		
			4 All other Visa credit card questions	FIS		
			9 Return to previous menu			
4	Online Banking/Bill Pay Questions	1 Password Reset		MS Department	low	CMC
		2 All other online banking/bill pay questions		MS Department	High	CMC
		9 Return to previous menu				
5	Member Service	1 Balance inquiries, transfers or transaction questions		MS Department	Low	CMC
		2 All other		MS Department	High	CMC
		9 Return to previous menu				
6	New Membership and Loan Applications	1 To Apply for a Real Estate Loan		Sales Department		
		2 To apply for a consumer or CC Loan		Sales Department	High	CMC
		3 For new membership		Sales Department		
		4 To check the status of an existing loan application				
				Sales Department		
		5 for all other loan inquiries		Sales Department	Low	CMC
		9 Return to previous menu				
8	Repeat Menu					

IVR After-Hours

#	Option	Sub-Option	Sub-Option 2	Transfer to:	Notes:
	If you know the extension you may dial it at anytime or for the company directory, press # (or X)			Automated system	
	1	Account Access - Automated Teller		Automated system	
	2	Hours		Automated system	
	3	Card Services	1 Visa Debit Cards		
			1 To File a Transaction Dispute	CMC	
			2 To Activate a new card	Visa DPS	
			3 All other Debit card questions	CMC	
			9 Return to previous menu		
		2 Visa Credit Cards	1 To file a transaction dispute	FIS	
			2 To report a lost or stolen card	FIS	
			3 To activate a new card	FIS	
			4 All other Visa credit card questions	FIS	
			9 Return to previous menu		
	4	Online Banking/Bill Pay Questions	1 Password Reset	CMC	
			2 All other online banking/bill pay questions	CMC	
			9 Return to previous menu		
	5	Member Service	1 Balance inquiries, transfers or transaction questions	CMC	
			2 All other	CMC	
			9 Return to previous menu		
	6	New Membership and Loan Applications	1 To Apply for a Real Estate Loan	Sales Department	Routes to Voice Message System
			2 To apply for a consumer or CC Loan	CMC	
			3 For new membership	Sales Department	Routes to Voice Message System
			4 To check the status of an existing loan application		
			5 for all other loan inquiries	Sales Department	Routes to Voice Message System
			9 Return to previous menu	CMC	
	8	Repeat Menu			