



Audio Response Teller (ART)/ Previously “Vitals”

(254) 314-2021

ART stands for Audio Response Teller, a free service offered by your credit union which allows you to access your accounts from any touch-tone telephone. To use this service all you need is:

- A touch-tone telephone
- Your credit union member number
- Your personal identification number (PIN) – last 4 of SSN
- A list of ART Action Codes and your account types

The system will assist you with your transactions through voice prompts when to enter action codes and dollar amounts; repeating transactions back to you for verification of accuracy.

Menu Options

<u>Main Menu</u>	<u>05 Dividends and Interest Menu</u>
<u>01 Transaction Menu</u>	01 YTD dividends
01 Share to share transfer	02 YTD interest paid
02 Share to loan transfer	03 Prior years YTD dividends
03 Loan advance to an account	04 Prior years YTD interest paid
04 Loan advance by check	05 Last dividend amount
05 Check Withdrawal from share account	<u>06 Rates and Services Menu</u>
06 Share to other member share transfer	01 Lobby and loan hours
07 Share to other member loan transfer	02 Drive through hours
<u>02 Balance Inquiry Menu</u>	03 Voice response hours
01 Share draft balance	04 Loan rates
02 Share account balance	05 Savings rates
03 Loan balance	06 Draft rates
04 Certificate balance	07 Certificates rates
05 IRA balance	<u>07 Other Options Menu</u>
<u>03 Draft Inquiry Menu</u>	01 Calculate a loan payoff
01 Cleared drafts	02 Loan Amortization
02 Draft deposits	01 Calculate a payment amount for a loan
03 Cleared drafts by draft number	02 Max. loan amount based on payment
<u>04 History Menu</u>	03 Reorder checks
01 Share draft deposits	04 CD maturity date
02 Share deposits	05 Receive marketing information
03 Share withdrawals	06 Member voice mail
04 ATM transactions	07 Current date and time
05 ACH deposits	08 Change PIN number
06 ACH withdrawals	
07 Payroll deposits	<u>ALL MENUS</u>
	##- Return to the previous menu
	96 Change PIN number
	98 Terminate call
	99 Repeat menu options