

Independent Federal Credit Union

has **ART**
Audio Response
Technologies

Your accounts are only a phone
call away!

ART is convenient and at your
fingertips! **ART** is easy to access!

Call 765-649-9271

or

800-284-5233

Enter Option 2

Day or Night

7 Days a Week

from any touch tone telephone
to conduct your credit union
business!

Independent Federal Credit Union
3737 S. Scatterfield Rd
Anderson, IN 46013
www.independentfcu.org

ART is safe and secure with your
Personal Identification Number (PIN) to
do your transactions. *Members must
have a PIN to access the ART system.*
IFCU cannot view your PIN; however it
can be created or reset by Member
Service. **ART** provides an option to
change your PIN. Protect it!

When you call the **ART system**, you
reach the Main Menu where **ART** asks
you to enter a two digit action code. The
action codes are included in this
brochure.

When **ART** answers,

- Enter your account number
followed by the pound sign (#).
- Enter your PIN number (do not
press # after your PIN number)
- Enter the 2 digit action code or
99 for help using the system.
- At any time you may enter ## to
return to the main menu.

ART allows you to access:

Account Balances

Transfer Funds between Accounts

ART provides you with:

A specific Check Number

Last five Checks Cleared

Last five Deposits

Last five Withdrawals

Last five ATM Transactions

Last five ACH Transactions

Last five Payroll Transactions

Current and Last Year's

Dividends and Interest

Ability to change your PIN

APPLY NOW For ART!

Mail to:
Independent Federal Credit Union
3737 S. Scatterfield Rd
Anderson, IN 46013

Account Number: _____

Phone Number: _____

Name: _____

Address: _____

City: _____

State & Zip: _____

Employer: _____

Please send me a PIN Number for ART

By signing below, I request the services and agree to the terms and conditions governing the services, including fees or charges. I understand that as a member with access to **ART** on this account, I am responsible for all transactions and all costs of collection and reasonable attorney fees necessitated by any authorized use including the use of my PIN (personal identification number) and any use resulting in account overdraft and its subsequent collection. If your account(s) become overdrawn, the shortage may be transferred from other deposit account.

Signature: _____

Date: _____

Action 1 - Transaction Menu:

Code

- 10 – Transfer between Checking or Savings
- 11 – Savings or Checking to Loan Transfer
- 12 – Line-of-Credit Advance to Savings or Checking Transfer
- 13 – Line-of-Credit Advance to Credit Union Check
- 17 – Credit Union Check Withdrawal from Savings or Checking
- 18 – Transfer between one Member's Account to another Member's Account. (This feature must be arranged with the Credit Union and authorized in advance)

2 – Balance Inquiries:

- 30 – Checking Balance
- 31 – Savings Balance
- 32 – Loan Balance
- 33 – Certificate Balance
- 34 – IRA Balance

3 – Checking Inquires:

- 40 – Last Five Checks Cleared
- 41 – Last Checking Deposit
- 42 – Look Up a Specific Check Number

4 – History:

ART gives you the last five transactions and an option to hear additional transactions in your history since August 1, 2006 or returning to the main menu.

- 50 – Last Five Checking Deposits
- 51 – Last Five Savings Deposits
- 52 – Last Five Savings Withdrawals
- 53 – Last Five ATM Transactions
- 54 – Last Five ACH Deposits
- 55 – Last Five ACH Withdrawals
- 56 – Last Five Payroll Deposits

5 – Dividends and Interest

- 60 – Year-to-Date Dividends
- 61 – Year-to-Date Interest Paid
- 62 – Prior Year-to-Date Dividends
- 63 – Prior Year-to-Date Interest Paid
- 64 – Last Dividend Amount

6 – Service Hours

- 70 – Lobby and Loan Hours
- 71 – Drive-Up Hours

7 – Miscellaneous

- 90 – Receive Current Date and Time
- 96 – Change your PIN
- 97 – Inquire about another Account
- 98 – Terminate Call
- 99 – Lists **ART**'s menus and action codes

Some helpful hints are:

- The pound sign is the # button on your touch-tone phone.
- To escape any option and return to the main menu, press the # button twice.
- To end your call, press 98.
- Always enter both the dollar and cent amounts when entering monetary amounts, even if zero.
- For example: \$30.00 is entered as 3000#, \$500.00 is entered as 50000#, and \$125.29 is entered as 12529#. If you entered the amount 100#, **ART** would only transfer one dollar.
- Note no decimal is needed and the amount is always followed by the # button.
- All monetary transactions will be listed on your next account statement.
- Not all “push button” phones are touch-tone models. If you hear dialing tones or clicks instead of musical tones when you dial, you may not have a touch-tone phone. If your phone has a switch option for “pulse” and “tone” dialing, switch to “tone” to access **ART**.