



Audio Express Touch Tone Account Access System

Audio Express is our 24-hour, 7-day-a-week telephone account access system. To access Audio Express you must call our main office number: 614-416-7588 or 1-800-367-7485.

Then choose option 3. Once you have entered the system, choose option 3 to access your accounts. Enter your account number and then press #. You will then be prompted to enter your PIN. **Do NOT press # after entering your PIN.** The entire system is menu driven. Below is a list of the menus. **Please note that by pressing "9" current menu options will be repeated and by pressing "0" you will exit the current menu.**

Main Menu:

- Option 1* – Office hours
- Option 2* – Rates and announcements
- Option 3* – Access member accounts

Rates and Announcements Menu:

- Option 1* – Loan rates
- Option 2* – Share rates
- Option 3* – Credit Union announcements

Access Member Accounts:

- Option 1* – Share and loan balance info
- Option 2* – Statement information
- Option 3* – Money transactions
- Option 4* – Change to another account
- Option 5* – Change PIN number

Share & Loan Balance Information Menu:

- Option 1* – Share balances
- Option 2* – CD balances
- Option 3* – Loan payoff balances
- Option ** – Go to main menu

Statement Information Menu:

- Option 1* – List last 10 transactions
- Option 2* – Request interim statement
- Option 3* – Request a copy of last statement
- Option 4* – Inquire on check clearing
- Option 5* – List last 25 checks cleared
- Option 6* – List dividends earned and interest received
- Option ** – Go to main menu

Money Transactions Menu:

- Option 1* – Withdraw by check
- Option 2* – Transfer funds
- Option 3* – Make a loan payment
- Option 4* – Make a credit card payment
- Option 5* – Advance line of credit
- Option ** – Go to main menu

Account Suffixes: Savings – enter 00, Checking – enter 09 or 29, Money Market – enter 07, Vacation Club – enter 05, Christmas Club – enter 10, IRA Shares – enter 04, Education – enter 08