

COMMUNIQUE' AUDIO RESPONSE DIRECTORY 504.459.8170

Upon dialing Communique':

PRE-MENU OPTIONS:

OPTION 1. MAIN MENU OF SERVICES

Enter account number followed by #
Enter your access code followed by #

OPTION 2. ATM/DEBIT CARD ACTIVATION

OPTION 3. ATM/DEBIT CARD BLOCK

OPTION 9. REPLAY OPTIONS

OPTION * END YOUR CALL

MAIN MENU:

1. BALANCE INQUIRIES

1. Open Share List
2. Savings Balance
3. Checking Balance
4. Share Balance
5. Open Loan List
6. Loan Balance

2. HISTORY INQUIRIES – from 2/1/10 to date

1. Share History (ID = 1 for savings or 10 for checking)
2. Loan History
3. Loan Payment History

3. WITHDRAWALS (by Check)

1. Share Withdrawals
2. Savings Withdrawals
3. Checking Withdrawals
4. Loan Advances

4. TRANSFERS (ID = 1 for savings or 10 for checking)

1. Share to Share Transfers
2. Share to Loan Transfers
3. Loan to Share Transfers

5. CHECKING INFORMATION

1. Checking Balance
2. Check Number Inquiry
3. Checking History
4. Check Number Range
5. Check Stop Payment

continued...

6. LOAN/CREDIT CARD INFORMATION

1. Loan/Credit Card Balance
2. Open Loan List
3. Loan/Credit Card Payment Inquiry
4. Loan/Credit Card Payment History
5. Loan/Credit Card Payoff Amount
6. Mortgage Loan Inquiry
7. Mortgage Loan Payment

ADDITIONAL OPTIONS

3. Year-to-Date Information
4. Change Preferences
5. Change Account

At any time during your call, you may:

- Press # for Main Menu
- Press * at anytime to end the call

All products are Loans, Credit Cards or Shares. For instance, under the "Balance Inquiries" (#1) menu, the "Share Balance" (#1,1) option gives you the balance for your Savings, Checking, IRA, Christmas Club, etc.

There is a 10 minute time limit for all transactions and inquiries.

HISTORY INQUIRIES (#2) menu provides all transactions including debits and credits.

WITHDRAWALS (#3) is the option for requesting a withdrawal from your account in the form of a check that will be mailed to you. If you are trying to locate a withdrawal transaction in your history you should choose "History Inquiries" (#2).



www.gnofcu.com 504.454.8224

3105 Lime Street Metairie, LA
333 Canal Street, Suite 327A New Orleans, LA
2812 Canal Street New Orleans, LA
1291 N. Causeway Blvd., Suite 3 Mandeville, LA
2731 Manhattan Blvd., Suite A-25 Harvey, LA

Nationwide Account Access:
Credit Union Service Centers/Shared Branch Network
www.cuservicecenters.com