

Audio Xpress

Use Audio Xpress, your personal identification number (PIN) and any touch-tone phone to complete most of your banking transactions from the privacy and convenience of your home or office.

How to Use Audio Xpress Service:

1. Call **404.329.6420**.
2. Enter your member number followed by the # sign.
3. Enter your four-digit Access Code followed by the # sign.

Prompts:

- 1** - Account & Loan Inquiries
- 2** - Payments, Transfers & Withdrawals
- 3** - New Member Number & Other Activities
- 5** - Disconnect /Hang Up
- 0** - Credit Union Assistance
- *** - Previous menu

Audio Xpress Phone Tips

- No decimal or dollar sign is needed when entering dollar amounts. (Example: \$25.00 would be 2500#).
- You may return to the previous menu by entering *.
- Audio Xpress will guide you through the system to assist you in completing your transaction. During regular business hours, you can enter 0 at any time during your transaction to speak to an Emory Alliance CU Representative.

Account & Loan Inquiry

Press 1

1 - Account Balance Inquiry

- 1- Savings **(1.1.1)**
- 2-Checking **(1.1.2)**
- 3-Other account balance **(1.1.3)**

2 - Account History

- 1-List of deposits **(1.2.1)**
- 2-List of withdrawals **(1.2.2)**
- 3-Dividends earned year to date **(1.2.3)**
- 4-List of all activity **(1.2.4)**

3 - Cleared Checks

- 1-List of checks **(1.3.1)**
- 2-Specific check **(1.3.2)**
- 3-List of checks on selected accounts **(1.3.3)**
- 4-Specific check on selected account **(1.3.4)**

4 - Loan Inquiry

- 1- Balance & payment amounts on line of credit loans (for Emoryline or Revolving) **(1.4.1)**
- 2-Balance & payment amounts on other loans **(1.4.2)**
- 3-Loan Interest paid year to date **(1.4.3)**

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Audio Xpress *(continued)*

Payments, Transfers & Withdrawals

Press 2

1- Loan Payment

- 1- Loan payment from savings **(2.1.1)**
- 2- Loan payment from checking **(2.1.2)**
- 3- Loan payment from another account **(2.1.3)**
- 4- Loan payment from a loan advance **(2.1.4)**

2 - Transfer

- 1- Savings to checking **(2.2.1)**
- 2- Checking to savings **(2.2.2)**
- 3- Loan to checking **(2.2.3)**
- 4- Loan to savings **(2.2.4)**
- 5- Select accounts transfer **(2.2.5)**
- 6- Select a loan & account transfer **(2.2.6)**

3 - Cross Member Transfer

- 1- Transfer to your membership **(2.3.1)**
- 2- Transfer from your membership **(2.3.2)**

4 - Make a Check Withdrawal (Cashier's Check)

- 1- Check withdrawal from savings to be mailed **(2.4.1)**
- 2- Check withdrawal from a specified account to be mailed **(2.4.2)**
- 3- Check withdrawal from savings to be picked up **(2.4.3)**
- 4- Check withdrawal from a specified account to be picked up **(2.4.4)**

Other Activities

Press 3

1- View Different Membership

- Enter member number followed by # **(3.1)**

2 - Savings Rates Quotes

- Current Deposit & Loan Rates **(3.2)**

3 - Loan Rate Quotes

- Current Deposit & Loan Rates **(3.3)**

4 - Change Your Access Code

- Using numbers zero through nine (4-digits) create your new access code followed by # **(3.4)**
- Please re-enter access code

Note: Changing your Audio Xpress access code does not change your ATM or Debit Card PIN or Personal Branch Access Code.

5 - Stop Payments

- Enter your member number followed by # **(3.5)**
- Enter your checking ID, i.e. 7# or 13# or 15# or 30#.
- Stop payment fee is \$25.00
- Press **1** – To place a stop on a single check.
- Press **2** - To place a stop on a range of checks.
- Press **3** – To place a stop on a check by amount.

You can also access your accounts online through Personal Branch at emoryacu.com from anywhere that you have internet access. Our website also provides Loan Express, a fast and convenient way to apply for a loan 24-hours a day, 7-days a week.