

FLEX AUDIO RESPONSE FLOW CHART

(v 3.70)

Main Menu

- 1) Account Balance & History
- 2) Perform Transfers & Withdrawals
- 3) A/C 94, Calculate Loan Payment
- 4) Special Services
- 5) A/C 91, Current Int.. and Div. Rates

Account Balance & History

- 1) Current Balances
- 2) History of Deposits
- 3) History of Withdrawals
- 4) YTD Div. & Interest
- 5) Cleared Draft Inquiry
- 6) A/C 08, List All Loans

Perform Transfers & Withdrawals

- 1) Perform Transfers
- 2) Perform Check Withdrawals

Special Services

- 1) A/C 93, Change PIN
- 2) A/C 97, Change Account
- 3) A/C 08, List All Loans
- 4) A/C 13, Enter Stop Payments

Current Balances

- 1) A/C 01, Savings Balance
- 2) A/C 02, Draft Balance
- 3) A/C 03, LOC Loan Balance
- 4) A/C 09, Balance Any Suffix
- 5) A/C 08, List All Loans

History of Deposits

- 1) A/C 11, Direct Dep. - Savings
- 2) A/C 16, All Dep. - Savings
- 3) A/C 12, Direct Dep. - Draft
- 4) A/C 17, All Dep. - Draft
- 5) A/C 19, All Dep. - Any Suffix

History of Withdrawals

- 1) A/C 14, W/D - Draft
- 2) A/C 51, ATM W/D - Savings
- 3) A/C 52, ATM W/D - Draft
- 4) A/C 53, ACH W/D - Savings
- 5) A/C 54, ACH W/D - Draft
- 6) A/C 59, ALL W/D - Any Suffix

Year to Date Int. & Dividends

- 1) A/C 41, YTD Div. - Savings
- 2) A/C 42, YTD Div. - Draft
- 3) A/C 43, YTD Int. - LOC Loan
- 4) A/C 49, YTD Div./Int. - Any

Cleared Draft Inquiry

- 1) A/C 14, Draft Withdrawals
- 2) A/C 15, Single Cleared Draft

Perform Transfers

- 1) A/C 21, Savings to Draft
- 2) A/C 22, Draft to Savings
- 3) A/C 23, LOC Advance to Draft
- 4) A/C 29, Transfers Between Suffixes
- 5) A/C 28, Transfers to Another Account

Check Withdrawals

- 1) A/C 31, Check Withdrawal - Savings
- 2) A/C 32, Check Withdrawal - Draft
- 3) A/C 39, Check Withdrawal - Any Suffix
- 4) A/C 13, Enter Stop Payment

Note: Menus will also provide 3 additional functions:

- 9) - Play help message
- *) - Drop to main menu
- 0) - Transfer to Teller

These functions will be available from any menu, but to avoid repetition, will be only described on menu #1.

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