

Shortcut Options

Balance Inquiry

| | |
|---------------------|----|
| Share Inquiry | 74 |
| Checking Inquiry | 34 |
| Loan Inquiry | 54 |
| Certificate Inquiry | 24 |

Financial Transactions

| | |
|-------------------------|-----|
| Share Withdrawal | 79 |
| Checking Withdrawal | 39 |
| Share to Share Transfer | 787 |
| Share to Loan Transfer | 785 |
| Loan to Share Transfer | 587 |

History Inquiries

| | |
|---------------------------------|-----|
| Last Transactions | 58 |
| Last ATM/POS/Debit Transactions | 284 |
| Last Checking Deposits | 533 |
| Last Savings Deposits | 573 |
| Last 3 ACH Deposits | 523 |
| Last 3 Payroll Deposits | 572 |
| Last Check Cleared | 534 |
| Check Number Inquiry | 364 |
| Loan Payoff Status | 576 |
| YTD Information | 933 |

Other

| | |
|------------------------|-----|
| Change Access Code | 746 |
| Talk to Member Service | 767 |
| Stop Payment | 774 |



Jacksonville Home Office
500 West 1st Street | Jacksonville, FL 32202
(904) 359-6800 | (800) 766-4328 | Fax: (904) 359-6615

Jacksonville/Southpoint
4230 Southpoint Parkway S. | Jacksonville, FL 32216

Jacksonville/Roosevelt
4530 St. Johns Avenue, Suite 18 | Jacksonville, FL 32210

St. Johns/CR 210
1950 CR 210 West | St. Johns, FL 32259

Tallahassee/Blair Stone North
2521 S. Blair Stone Road | Tallahassee, FL 32301

Tallahassee/Northside
1661 Raymond Diehl Road | Tallahassee, FL 32308

Tallahassee/Appleyard
503 Appleyard Drive | Tallahassee, FL 32304

Tallahassee/Capital Circle
2770 Capital Circle SE | Tallahassee, FL 32311

Tallahassee/Turlington
325 W. Gaines Street, Suite 148 | Tallahassee, FL 32399

Raiford
25638 Northeast State Road 16 | Raiford, FL 32083

Orlando
3724 Edgewater Drive | Orlando, FL 32804

Pembroke Park
3281 W. Hallandale Beach Boulevard | Pembroke Park, FL 33023

Miami/Doral
8300 NW 53rd Street, Suite 100 | Doral, FL 33166

Member Support Center
(904) 359-6800, ext. 1 | (800) 766-4328, ext. 1



CO-OP SHARED BRANCH
Lobby transactions can be conducted at any CO-OP Shared Branch location. Just look for the logo.

FirstFlorida
CREDIT UNION
Enriching People Every Day.®

www.firstflorida.org

CUPID

Credit Union Phone Information Directory



Audio Response System

FirstFlorida
CREDIT UNION
Enriching People Every Day.®



Federally insured
by NCUA

We Do Business in Accordance With the
Federal Fair Housing Law and the
Equal Credit Opportunity Act

Convenient account access over the phone



With **CUPID**, our audio response system, you'll enjoy convenient access to your accounts from any phone, anywhere. **CUPID** supports voice recognition, touchtone commands, and also understands Spanish!

With CUPID, you can:

- Check account balances
- Make withdrawals
- Stop payment on a check
- Transfer funds between subaccounts
- Check account activity
- Make loan payments
- Access year to date information
- ...and much more

CUPID is very easy to use, just tell the system what you want to do. **CUPID** understands! For your convenience, we have provided an easy-to-carry reference guide that contains a list of options, both voice and touchtone, to choose from.

Access CUPID by calling us at **(800) 766-4328** or **(904) 359-6800** and choosing **Option 8**.



CUPID Call Flow

First time users will be prompted to set up an access code. The **CUPID** call flow can then be accomplished by voice activation or by using the following guidelines. A list of shortcut options is included on the back.

Note: a pound sign (#) can be entered after any entry to avoid a delay.

To end call: Say goodbye or press *#. A reference number will be given.

If you have questions about your transaction, the reference number is very helpful for researching your inquiry.

Main Menu

YOU MAY SAY:

OR PRESS:

| | |
|--|----------|
| Balance Inquiry | 1 |
| Share balance | 1 |
| Checking balance | 2 |
| Loan balance | 3 |
| Open share list | 4 |
| Open loan list | 5 |
| Share balance for specific date | 6 |
| Loan balance for specific date | 7 |
| History Inquiry | 2 |
| Share or checking history | 1 |
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| Loan balance for a specific date | 6 |
| Loan advance total | 7 |
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