

Interaction Modes

Telephone Banking users have the option of using the shortcut Expert Menu Mode or the Main Menu Mode to access the system. By default, all new users will be set up to use the Main Menu Mode. If you prefer using the shortcut options listed below, you will need to select option "Change Interaction Mode" by pressing 8 in the Main Menu. To move back to the Main Menu Mode, select option 5, followed by option 8 in the Expert Menu Mode.

Expert Menu Mode

OPTION	PRESS
Set Interaction Mode	5
Set Interaction Mode	8
Balance Inquiry	1
Savings Information	74
Checking Information	34
Loan Information	54
Certificate Information	24
Financial Transactions	2
Savings Withdrawal	79
Checking Withdrawal	39
Deposit to Deposit Transfer	787
Deposit to Loan Transfer	785
Loan to Deposit Transfer	587
History Inquiries	3
Recent Transactions	58
Recent ATM Transactions	284
Recent POS Transactions	285
Debit/Check Card Transactions	286
Recent Deposits	533
Recent ACH Transactions	523
Payroll History	572
Recently Cleared Checks	534
Check Number Inquiry	364
Loan Payoff	576
Contributions & Tax Information	933
Other	4
Change PIN	746
Check Stop Payment	774
Transfer to Agent	767
Set Interaction Mode	8



FirstFlorida.org

First Florida Credit Union has branches located throughout the state of Florida. Visit our website for a full listing of locations.



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



Federally insured by NCUA

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

Telephone Banking



Just a Phone Call Away



Convenient Account Access Over the Phone



We know you want and need quick access to your accounts at all times. In addition to Online and Mobile Banking, our Telephone Banking system provides convenient account access by phone, 24 hours a day, 7 days a week.

With Telephone Banking, you can:

- Check account balances
- Make withdrawals
- Transfer funds between subaccounts
- Check account activity
- Make loan payments
- Listen to most recent deposits
- And much more

Telephone Banking is easy to use. Inquiries are completed via the keypad on your phone and are available in both English and Spanish. For your convenience, we have provided a reference guide that contains a detailed list of menu options.

Access Telephone Banking by calling **(800) 766-4328** or **(904) 359-6800** and choose **Option 8**.



Telephone Banking Call Flow

First time users will be prompted to set up a Personal Identification Number (PIN). The Telephone Banking call flow can then be accomplished by entering specified codes from the Main Menu.

Main Menu Mode	
OPTION	PRESS
Change Interaction Mode	8
Balance Inquiry	1
Savings Information	1
Checking Information	2
Loan Information	3
List of Open Shares	4
List of Open Loans	5
Share Balance for Specific Date	6
Loan Balance for Specific Date	7
History Inquiry	2
Recent Transactions	1
Loan History	2
Last Payroll Deposit	3
Last Deposit	4
Recent Deposits	5
Recent Transactions	6
Recently Cleared Checks	1
Recent ATM Transactions	2
Payroll Transactions	3
Checking Information	3
Checking Information	1
Check Clearing Inquiry	2
Recent Transactions	3
Check Stop Payment	4

OPTION	PRESS
Transfers	4
Deposit Account to Deposit Account	1
Savings to Checking	2
Checking to Savings	3
Savings to Loan	4
Checking to Loan	5
Loan to Deposit Account	6
Loan to Checking	7
Loan Information	5
Loan Information	1
List of Open Loans	2
Loan Payment Inquiry	3
Recent Loan Payments	4
Loan Payoff	5
Loan Balance for a Specific Date	6
Loan Advances for the Month	7
Loan Amortization	8
Withdrawals by Check	6
Savings Withdrawal	1
Checking Withdrawal	2
Loan Advance	3
Additional Options	7
Contributions & Tax Information	1
Change Preferences	2
Change PIN	1
Log In with Another Member	
Account Number	2
Change Interaction Mode	3
Speak with a Member Service Representative	3
Report a Card Lost, Stolen, or to Activate a Card	4