

Need a faster way to complete your transactions? Access the Expert Mode. This menu requires the user knowledge of predetermined codes. To choose the Expert Mode:

Press option 7 on the Main Menu.
Press 2 for Change Preference menu
Press 2 to Change to Expert Mode
Press 1 to process or 9 to cancel

For your Share or Loan ID codes please choose **option 15 or 16** on the Expert Menu.

Expert Menu Service Codes are as follows:

- 11# – Savings Balance
- 12# – Checking Balance
- 13# – Other Share Balances
- 14# – Loan Balance
- 15# – Open Share List
- 16# – Open Loan List
- 21# – Last Deposit
- 22# – Account History
- 23# – Loan History
- 24# – Deposit History
- 31# – Savings Withdraw
- 32# – Checking Withdraw
- 33# – Other Share Withdraw
- 34# – Loan Withdraw
- 41# – Savings to Checking Transfer
- 42# – Checking to Savings Transfer
- 43# – Account to Account Transfer
- 44# – Loan to Savings Transfer
- 45# – Loan to Checking Transfer
- 46# – Savings to Loan Transfer
- 47# – Checking to Loan Transfer
- 48# – Account to Loan Transfer
- 52# – Check Clearance (by check #)
- 53# – Recent Check Clearance
- 54# – Draft Number Range
- 63# – Loan Payment Amount
- 64# – Recent Loan Payment
- 65# – Loan Payoff Amount
- 71# – IRA Inquiry
- 72# – Dividend Inquiry
- 73# – Interest Inquiry
- 74# – Change Audio Code
- 75# – Change Interaction Mode
- 76# – Change Language
- 77# – Credit Card Inquiry/Payments
- 81# – Recent ATM Transactions
- 82# – Recent ACH Transactions
- 84# – Recent POS Transactions

At **Orlando Federal Credit Union** we believe in providing our members with fast and “Fee Free” access to their accounts! Therefore we provide our members with a variety of useful services to suit their needs.



Orlando Federal
CREDIT UNION
More than money...

1117 S. Westmoreland Drive
Orlando FL 32805

City Hall Office
400 S. Orange Ave. 1st Floor

John Young Office
4500 S. John Young Parkway

Semoran Office
2150 S. Semoran Blvd.

Sheriff's Office
2500 W. Colonial Dr.

Apopka Office
1662 W. Orange Blossom Tr.

Waterford Lakes Office
753 N. Alafaya Trail

Credit Union Service Center
(West Office)
6584 Old Winter Garden Rd.

Phone: 407-835-3500
Toll-Free: 800-953-4567
Fax: 407-841-7934
Internet: www.orlandofcu.org



Revised 07/09

**PHONE FIRST &
REMOTE SERVICES**



Access your account
when you want it.

Orlando Federal
CREDIT UNION
More than money...



Fast and Fee Free

Phone 1st

Access your account via telephone anytime of the day. For a detailed description of this free service and how to sign up, please refer to the Phone 1st panel in this brochure.

Home Banking

This free service lets you access your account 24/7 online! You can view your account history, view holds on your account, make transfers, make loan/credit card payments, view cleared checks, access e-statements and much more! Sign up for this free service online by visiting www.orlandofcu.org.

Bill Payer Service

Pay your bills directly online from the comfort of your own home. No stamps required! No trips to the post office! If you have a checking account and Home Banking at Orlando Federal CU you can sign up for this free service by visiting www.orlandofcu.org.

Automatic Teller Machines (ATM)

If you're in need of some cash in a flash, access our ATMs at any of our locations free of charge. We are constantly adding ATMs so visit our website at www.orlandofcu.org for an updated list. Also visit any Publix ATM without incurring fees or look for the "CU HERE" network logo to access a "no fee" ATM at any location.

Orlando Federal Credit Union on the Web

Visit our website at www.orlandofcu.org to apply for membership, sign up for Home Banking, sign up for Bill Payer, apply for a credit card, apply for a loan or mortgage, access the calculator wizards, or to get more info on our products and services.

Direct Deposit

Don't wait in line to deposit your paycheck! Sign up for direct deposit at one of our locations or with your employer. Direct deposit is a free service and offers members a secure and convenient way of depositing paychecks.

Phone First Audio System

Take advantage of our audio phone system, Phone1st, to access your account 24/7. Get information quickly and easily with just a touch of a button. To access your account, please dial 407-835-3500 option 2, or toll free 1-800-953-4567 option 2. To continue in English press 1 or star (*) to continue in Spanish. You will be asked to enter the account number, access code, and the last four digits of the (primary member's) Social Security Number.

First Time Callers

The system will ask for a four digit access number selected by you. This access number will become your Personal Identification Number and will be required each time you call Phone1st. As a first time caller, you will be required to enter the primary member's Social Security Number for verification. Once the set up is complete you will be able to continue to the Main Menu.

REMEMBER to press the pound sign (#) after each entry.
For the Expert menu please refer to the back of this brochure.

Main Menu

- 1 – Balance Inquiry Menu
- 2 – History Menu
- 3 – Withdrawal Menu
- 4 – Transfer Menu
- 5 – Checking Information Menu
- 6 – Loan Information Menu
- 7 – Additional Options Menu
- 8 – Recent Activity Menu
- 9 – Replay Current Menu
- * – Goodbye

1. Balance Inquiry Menu

- 1 – Savings Balance
- 2 – Checking Balance
- 3 – Share Balance
- 4 – Loan Balance
- 5 – Open Share List (lists share IDs)
- 6 – Open Loan List (lists loan IDs)
- 9 – Replay Current Menu
- # – Previous Menu
- * – Goodbye

2. History Inquiry Menu

- 1 – Last Deposit
- 2 – Share History
- 3 – Loan History
- 4 – Deposit History
- 5 – Recent Transaction Activity
- 9 – Replay Current Menu
- # – Previous Menu
- * – Goodbye

3. Withdrawal Menu

- 1 – Savings Withdraw
- 2 – Checking Withdraw
- 3 – Share (other Share) Withdraw
- 4 – Loan Advance
- 9 – Replay Current Menu
- # – Previous Menu
- * – Goodbye

4. Transfer Menu

- 1 – Savings to Checking
- 2 – Checking to Savings
- 3 – Share to Share
- 4 – Loan to Savings
- 5 – Loan to Checking
- 6 – Savings to Loan
- 7 – Checking to Loan

- 8 – Share to Loan
- 9 – Replay Current Menu
- # – Previous Menu
- * – Goodbye

5. Checking Menu

- 1 – Checking Balance
- 2 – Check number inquiry
- 3 – Checking History
- 4 – Check Number Range
- 9 – Replay Current Menu
- # – Previous Menu
- * – Goodbye

6. Loan Menu

- 1 – Loan Balance
- 2 – Open Loan List
- 3 – Loan Payment Inquiry
- 4 – Loan Payment History
- 5 – Loan Payoff Amount
- 6 – Credit Card Inquiry/Payment
- 9 – Replay Current Menu
- # – Previous Menu
- * – Goodbye

7. Additional Options Menu

- 1 – Year to Date Menu
 - 1 – IRA Contribution
 - 2 – Dividend Inquiry
 - 3 – Interest Inquiry
 - 9 – Replay Current Menu
 - # – Previous Menu
 - * – Goodbye
- 2 – Change Preferences Menu
 - 1 – Change Access Code
 - 2 – Change Expert Mode
 - 3 – Change Language

8. Recent Activity Menu

- 1 – ATM History
- 2 – ACH History
- 3 – Debit Card History
- 4 – Recent POS History
- 9 – Replay Current Menu
- # – Previous Menu
- * – Goodbye

9. Replay Current Menu

- # – Previous Menu
- * – Goodbye