

FLEX AUDIO RESPONSE FLOWCHART

Main Menu

- 1 – Account Balance & History
- 2 – Perform Transfers
- 3 – Calculate Loan Payment
- 4 – Special Services

(1) Account Balance & History

- 1 – Current Balances
- 2 – History of Deposits
- 3 – History of Withdrawals
- 4 – YTD Div. & Interest
- 5 – Cleared Draft Inquiry
- 6 – List of all Loans
- 7 – Complete Acct. History

(1) Current Balances

- 1 – Savings Balance
- 2 – Draft Balance
- 3 – LOC Loan Balance
- 4 – Balance Any Suffix
- 5 – List All Loans

(2) History of Deposits

- 1 – Direct Dep. - Savings
- 2 – All Dep. - Savings
- 3 – Direct Dep. - Drafts
- 4 – All Dep. - Draft
- 5 – All Dep. – Any Suffix

(3) History of Withdrawals

- 1 – W/D - Draft
- 2 – ATM W/D - Savings
- 3 – ATM W/D - Draft
- 4 – ACH W/D - Savings
- 5 – ACH W/D – Draft
- 6 – ALL W/D – Any Suffix

(4) YTD Int. & Dividends

- 1 – YTD Div. - Savings
- 2 – YTD Div. - Draft
- 3 – YTD Int. – LOC Loan
- 4 – YTD Div/Int. - Any

(5) Cleared Draft Inquiry

- 1 – Draft Withdrawals
- 2 – Single Cleared Draft

(2) Perform Transfers

- 1 – Perform Transfers

(1) Perform Transfers

- 1 – Savings to Draft
- 2 – Draft to Savings
- 3 – LOC Advance to Draft
- 4 – Tfers Between Suffixes
- 5 – Tfers To Another Account

(4) Special Services

- 1 – Change Pin
- 2 – Change Account
- 3 – List All Loans

Note: Menus will also provide three 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.