

# MUSKEGON FEDERAL CREDIT UNION

## VOICE RESPONSE 1-800-860-5704

### Step by Step Instructions

1. Call Voice Response 1-800-860-5704.
2. Enter the Credit Union access code **017** and then press #.
3. When the system prompts you, enter your membership number without the suffix and then press #.
4. Enter your Personal Identification Number (PIN) and then press #.
5. If this is your first time using Voice Response, your PIN will be the last four digits of your Social Security number and then press #. The system will then prompt you to change your PIN to another four digit number.
6. Now you're ready to use Voice Response!

### Main Menu Codes

- 1 – Account Inquiries
- 2 – Perform Money Transactions
- 3 – Credit Union Rates/Loan Est.
- 4 – Change PIN
- 5 – Access a Different Member Account
- 6 – Other Credit Union Services
- 8 – Repeat Options
- 9 – End Call
- 0 – Instructions (Tutorial)

### Account Suffix Codes

|                                  |         |
|----------------------------------|---------|
| Shares-----                      | 000     |
| Sub Shares -----                 | 011-013 |
| Kids Accounts -----              | 014     |
| Share Draft/Checking-----        | 001-003 |
| Teen Share Draft/Checking-----   | 004     |
| HSA Share Draft/Checking-----    | 008     |
| Christmas Club -----             | 020     |
| Share Certificates-----          | 300-349 |
| Youth Share Certificate-----     | 371     |
| Hi Yield -----                   | 350     |
| IRAs-----                        | 015-017 |
| IRA Share Certificates-----      | 400-409 |
| VISA Platinum Scorecard-----     | 030     |
| VISA Platinum -----              | 031     |
| Loans-----                       | 700-788 |
| Home Equity Line of Credit ----- | 790-791 |
| Home Equity Closed End -----     | 800-801 |

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