

# Audio Response



A **CONVENIENT & SECURE** way to access your account over the phone.

## Account Information at Your Fingertips.

Steps to use Audio Response:

1. Dial 716.847.8026 Non-local 888.847.6900
2. Enter your account number followed by the pound (#) sign  
*TIP: If your account number is your SSN (Social Security Number), you must drop the first number  
If the 2nd number of your SSN is a zero, you must drop that number as well*
3. Enter your SSN-If you do not yet have a PIN
4. Enter new 4 digit Personal Identification Number (PIN)

### For Savings Account Balance

5. Press 1 (Account Balance & Transaction History)
6. Press 1 (Current Account Balance)
7. Press 1 (Savings Balance)

### For Checking Account Balance

5. Press 1 (Account Balance & Transaction History)
6. Press 1 (Current Account Balance)
7. Press 2 (Checking Balance)

### To Transfer Money From Your Savings Account to Your Checking Account

5. Press 2 (Perform Transfers)
6. Press 1 (Perform Fund Transfers)
7. Press 1 (Transfers from savings to checking)

## Additional Options.

At all menus you may use the **STAR (\*)** key to return to the previous Menu.

## Helpful Hint.

When entering dollar amounts, the entries must have dollars and cents with no decimal point. Use the pound (#) sign to end your entry.

Example: \$100.00=10000# \$10.39=1039#

## Suffix Numbers

Shares-Savings	001
Organization	001
Share Business	001
Share Teen Cents	001
Safari Youth	001
Draft-Checking	009
Draft-Checking Business	009
Student Checking	009
Money Market	015
Shares-Holiday	025

Loan & Certificate Suffix Numbers are found on your statement or transaction receipts



**Buffalo Metropolitan Federal Credit Union**  
Banking at its Best

62 S. Elmwood Ave., Buffalo, NY 14202  
716.847.6960 ▪ Fax 716.847.6996  
BfloMetroCU.org ▪ Find us on facebook

This credit union is federally insured by the National Credit Union Administration.



Updated 09/18

Front

Back

**Follow Steps 1-4 on the Front of the Brochure!**  
Then select a **green heading below** to continue to Step 5 & a **grey heading** to continue to Step 6.

**Acct. Balance & Transaction History Press 1**

**For current balance-Press 1 & then select one of the following:**

Savings Balance	Press 1
Checking Balance	Press 2
Line of Credit Balance	Press 3
Balance for any other acct.	Press 4
Balance on all active loans	Press 5

**For history of deposits-Press 2 & then select one of the following:**

Direct Deposit to Savings	Press 1
All Deposits to Savings	Press 2
Direct Deposit to Checking	Press 3
All Deposits to Checking	Press 4
All Deposits to Any Suffix	Press 5

**For history of withdrawals-Press 3 & then select one of the following:**

List of Cleared Checks	Press 1
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*Note: Merchant can turn your checks into an electronic item, in which case it will not be listed under cleared checks. If it did clear, it would be listed under all withdrawals.*

ATM Withdrawals-Savings	Press 2
ATM Withdrawals-Checking	Press 3
ACH Withdrawals-Savings	Press 4
ACH Withdrawals-Checking	Press 5
All Withdrawals	Press 6

**For Year-To-Date Dividends & Interest - Press 4 & then select one of the following:**

YTD Dividends-Savings	Press 1
YTD Dividends-Checking	Press 2
YTD Interest-Line of Credit	Press 3
YTD Interest ANY Suffix	Press 4

**For current history of cleared checks-Press 5 & then select one of the following:**

List of Cleared Checks	Press 1
Single Cleared Check	Press 2

**For a list of all active loans-Press 6**

**For a complete history of all account transactions-Press 7**

**Perform Transfers Press 2**

**To perform fund transfers-Press 1 & then select one of the following:**

Transfer from Savings to Checking	Press 1
Transfer from Checking to Savings	Press 2
Advance from Line of Credit Loan	Press 3
Transfer Between any two Suffixes	Press 4
Transfer funds to another account	Press 5

**To perform a check withdrawal-Press 2 & then select one of the following:**

Initiate Check from Savings	Press 1
Request Check from Checking	Press 2
Request Check from any Suffix	Press 3
Request a Stop Payment	Press 4

**Calculate a Loan Payment Press 3**

**To calculate a loan payment-Press 1**

**To calculate an amount that can be borrowed-Press 2**

**To exit-Press 3**

**For Special Services Press 4**

**To change your Pin Number-Press 1**

**To access a different account number-Press 2**

**To list all active loans-Press 3**

**To make a stop payment-Press 4**

**Make a MasterCard Credit Card Payment:**

Call **1.800.442.4757** – enter your card number and zip code. After your account information is provided, select “2-for main menu” and then “1-to make a payment.” There is no service fee to make a payment utilizing the automated prompts.