

For CREDIT CARDS – Press 4

- Account Balance – Press 1
- Make a Payment – Press 2
- Cash Advance – Press 3
- Lost/Stolen Card – Press 4
- Info on Another Credit Card Acct – Press 5
- More Choices – Press 9
 - Limit Increase – Press 1
 - New or Replacement Card – Press 2
 - Apply for New Credit Card Acct – Press 3
 - Listen to Rates – Press 4
 - Recent Activity – Press 5
 - Return to Credit Card Menu – Press 6

For MORE CHOICES – Press 9

- To Access Retirement Accounts – Press 1**
 - Account Balance – Press 1
 - Recent Activity – Press 2
 - Info on Another Retirement Acct – Press 3
 - Apply for New Retirement Acct – Press 4
 - Listen to Rates – Press 5
 - YTD Info – Press 6
 - Return to More Choices Menu – Press 7
- To Access Certificates – Press 2**
 - Account Balance – Press 1
 - Recent Activity – Press 2
 - Info on Another Certificate Acct – Press 3
 - Apply for New Certificate Acct – Press 4
 - Listen to Rates – Press 5
 - YTD Info – Press 6
 - Return to More Choices Menu – Press 7
- To Transfer Funds – Press 3**
- From:**
 - Checking/Money Market – Press 1
 - Savings – Press 2
 - Loans – Press 3
 - Credit Cards – Press 4
- To:**
 - Primary – Press 1
 - Checking/Money Market – Press 1
 - Savings – Press 2
 - Loans – Press 3
 - Credit Card – Press 4
 - Cross Account – Press 2
 - Checking/Money Market – Press 1
 - Savings – Press 2
 - Loans – Press 3
 - Credit Card – Press 4
 - Return to Members Menu – Press *
- To Access Change PIN – Press 4**



GENIE24

(850) 747-4200
Toll-Free 888-896-3255



To use GENIE24:

All you need is a touch-tone phone and your Personal Identification Number (PIN). Dial (850) 747-4200 or toll-free 888-896-3255 to access our Automated Account Services. Press 1 for GENIE, followed by your Member number and your PIN. For security purposes, you will then be asked to enter the last 4 digits of your Social Security Number. Next, simply enter the appropriate Access Code as shown below, and continue to listen for the prompts. Please refer to your credit union statement or receipt for the appropriate account or loan suffix.

TIPS

- To transfer funds between member numbers, you must first authorize the member account numbers. Please call a Member Service Representative at (850) 747-4300 or toll-free at 888-896-3255.
- All transactions are immediately posted to your account. When you request a withdrawal, a check in the amount you withdraw will be made payable to the primary member on the account and mailed to the address on file. If the request is made after 3 p.m., the check will be mailed the next business day.
- Some transaction limitations may apply; refer to the current Electronic Funds Transfer Agreement and Disclosure for a description of these limitations. Transfers are limited to available funds and can be made between Credit Union Memberships.
- You are allowed three (3) attempts per transaction. If you make an error, re-enter the correct code and begin again.
- Press * to return to the beginning of the menu, or simply hang up to end your call.

MAIN MENU ACCESS CODES

Accounts	press 1
Rates	press 2
Applications	press 3
Merchant Services	press 4

- ACCOUNTS/MEMBERS MENU - TRANSACTION/INQUIRY OPTIONS

For CHECKING/MONEY MARKET – Press 1

Account Balance – Press 1

Recent Activity – Press 2

Checks – Press 1

Withdrawals – Press 2

Deposits – Press 3

All Transactions – Press 4

Return to Checking/Money Market Menu – Press 5

Follow-up on a Specific Check – Press 3

Transfer Funds – Press 4

Lost/Stolen Card – Press 5

Info on Another Checking/Money Mkt Acct – Press 6

More Choices – Press 9

Withdrawal by Check – Press 1

Reorder Checks – Press 2

New or Replacement Card – Press 3

Apply for New Checking/Money Mkt Acct – Press 4

Listen to Rates – Press 5

YTD Info – Press 6

Return to Checking/Money Market Menu – Press 7

For SAVINGS – Press 2

Account Balance – Press 1

Recent Activity – Press 2

Withdrawals – Press 1

Deposits – Press 2

All Transactions – Press 3

Return to Savings Menu – Press 4

Transfer Funds – Press 3

Lost/Stolen Card – Press 4

Info on Another Savings Acct – Press 5

More Choices – Press 9

Withdrawal by Check – Press 1

New or Replacement Card – Press 2

Apply for New Savings Account – Press 3

Listen to Rates – Press 4

YTD Info – Press 5

Return to Savings Menu – Press 6

For LOANS – Press 3

Account Balance – Press 1

Recent Payments – Press 2

Make a Payment – Press 3

Transfer Funds – Press 4

Info on Another Loan Acct – Press 5

More Choices – Press 9

LOC Advance – Press 1

Payoff – Press 2

Apply for New Loan – Press 3

Apply for New Mortgage – Press 4

Listen to Rates – Press 5

YTD Info – Press 6

Return to Loans Menu – Press 7