

ACTION CODES "EXPERT MODE" OPTION 6

CODE OPTION 6

- 01 SAVINGS ACCOUNT BALANCE
- 02 DRAFT ACCOUNT BALANCE
- 03 LINE OF CREDIT LOAN BALANCE
- 08 LIST ALL LOANS
- 09 BALANCE OF ACCOUNT, ANY SUFFIX
- 10 COMPLETE ACCOUNT HISTORY
- 11 PAYROLL/DIRECT DEPOSIT, SAVINGS
- 12 PAYROLL/DIRECT DEPOSIT, DRAFT
- 13 STOP PAYMENT
- 14 LAST FOUR DRAFTS
- 15 SINGLE CLEARED DRAFT
- 16 ALL DEPOSITS, SAVINGS
- 17 ALL DEPOSITS, DRAFT
- 19 ALL DEPOSITS, PAYMENTS, ANY SUFFIX
- 21 SAVINGS TO DRAFT TRANSFER
- 22 DRAFT TO SAVINGS TRANSFER
- 23 LINE OF CREDIT ADVANCE
- 28 TRANSFER FUNDS TO ANOTHER ACCOUNT AND SUFFIX
- 29 TRANSFER FUNDS BETWEEN ANY TWO SUFFIXES
- 31 CHECK WITHDRAWAL
- 32 CHECK WITHDRAWAL, DRAFT
- 39 CHECK WITHDRAWAL, ANY SUFFIX
- 41 YTD DIVIDENDS, SAVINGS
- 42 YTD DIVIDENDS, DRAFT
- 43 YTD INTEREST ON LINE OF CREDIT LOAN
- 49 YTD DIVIDEND/INTEREST ON ANY SUFFIX
- 51 ATM WITHDRAWALS FROM SAVINGS
- 52 ATM WITHDRAWAL FROM DRAFT
- 53 ACH WITHDRAWAL FROM SAVINGS
- 54 ACH WITHDRAWAL FROM DRAFT
- 59 ALL WITHDRAWALS FROM ANY SHARE SUFFIX
- 90 SWITCH PROMPTING MODE
- 91 PLAY DIVIDEND/INTEREST INFORMATION
- 93 CHANGE PERSONAL IDENTIFICATION# (PIN)
- 94 CALCULATE LOAN PAYMENT
- 95 LOAN-BY-PHONE
- 97 CHANGE SESSION ACCOUNT
- 98 PLAY HELP INFORMATION
- 99 END CALL



Loudoun Credit Union

Working for your Intere\$t.

HOURS OF OPERATION

Monday through Friday

8:00 AM - 5:30 PM

CLOSED Wednesdays

CREDIT UNION PHONE HOURS

8:00 AM - 4:00 PM

LOUDOUN CREDIT UNION

112A South Street SE • Leesburg, VA 20175

VOICE: 703-777-4744 • FAX: 703-777-5056

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STARS

Secure Telephone Audio Response System

24 Hours a Day!



703-771-3089

1-866-67-STARS

(78277)

STARS

Secure Telephone Audio Response System

Select ENGLISH
or
SPANISH Option

STARS MAIN MENU

For Current Account Activity:

- Enter Your Account Number
- Enter Your PIN Number (SSN)

(Please note that when using STARS, you will be required to assign a new PIN to your account).

PLEASE KEEP YOUR
PIN SECURE AT ALL TIMES.

STARS

Secure Telephone Audio Response System

703-771-3089

1-866-67-STARS
(1-866-67-78277)

24 Hours a Day!

Thank you for using the Loudoun Credit Union's Secure Telephone Audio Response System. You may use the STARS as many times as you wish. There is no fee for using STARS.

Option 1

ACCOUNT BALANCE & TRANSACTION HISTORY

Current Account Balance Enter 1

1. Savings Balance
2. Checking Balance
3. Line of Credit Loan Balance
4. Balance (any other acct.)
5. List All Active Loans

History of Deposits Enter 2

1. Direct Deposit-Savings
2. All Deposits-Savings
3. Direct Deposit-Checking
4. All Deposits-Checking
5. All Deposits-Any Acct.

History of Withdrawals Enter 3

1. List of Cleared Checks
2. ATM Withdrawals-Savings
3. ATM Withdrawals-Checking
4. ACH Withdrawals-Savings
5. ACH Withdrawals-Checking
6. All Withdrawals-Any Acct.

Year to Date Dividends & Interest Enter 4

1. YTD Dividends-Savings
2. YTD Dividends-Checking
3. YTD Interest-Line of Credit
4. YTD Interest-Any Acct.

Current History of cleared Drafts Enter 5

1. List of Cleared Checks
2. Single Cleared Checks

List of All Active Loans Enter 6

**Complete History of All
Account Transactions** Enter 7

Option 2

PERFORM TRANSFERS

Savings to Checking Enter 1

Checking to Savings Enter 2

Line of Credit Advance to Checking Enter 3

Transfer Between Any Two Accounts Enter 4

Transfer to Another Account Number Enter 5

Option 3

CALCULATE A LOAN PAYMENT

Enter Dollar Amount of Loan Enter 1

Number of Months Enter 2

Interest Rate Enter 3

Option 4

SPECIAL SERVICES

Change PIN# Enter 1

Access a Different Account Number Enter 2

List all Active Loans Enter 3

Option 5

CURRENT DIVIDEND & INTEREST RATES

Option 6

TO SWITCH TO ACTION CODE PROMPTING