



**Independent Employers Group
Federal Credit Union**

375 Kekuaaoa St.
Hilo, HI 96720-4360

Phone: (808) 961-6691 Toll Free: 1-800-762-3958

24/7 Moneyline - Audio Response System

Audio Response allows you to do all of the transactions listed below 24 hours a day, 365 days a year. By using your 24/7 Moneyline along with Direct Deposit and Share-Draft, regular trips to the credit union may be a thing of the past! Your credit union transactions can be done in the privacy and convenience of your home with 24/7 Moneyline. 24/7 Moneyline is one of IEG FCU's many services that are available to you. With audio response you can:

- Transfer funds between sub-shares within the same account.
- Obtain current share, share draft and loan balances.
- Find out what drafts have cleared from your share draft accounts.
- Make loan payments.
- Make check withdrawals from share and share draft accounts.
- Verify last deposit date and amount.
- Obtain account information for tax purposes.

All you need to begin using 24/7 Moneyline is a touch-tone telephone and a call to a Member Services representative at 961-6691; Neighbor Islands and U.S. Mainland members can call our toll free number at 1-800-762-3958. Our staff will automatically set up 24/7 Moneyline right over the telephone! Best of all, there is no cost for this service and you may use it as often as you please. Note that your use of 24/7 Moneyline means that you are in agreement with all the terms and conditions stated in our [disclosure](#).

To Access 24/7, please use a touch-tone telephone:

1. Dial 969-9876, or call our toll free number: 1-866-222-9876.
2. Enter your Account Number followed by the # sign.
3. Enter your four digit Authorization Code followed by the # sign.
4. Enter your [Transaction Codes](#) followed by the # sign. Please refer to the transaction codes listed under [Helpful Hints](#) and [Additional Helpful Hints](#) while using 24/7 Moneyline.
5. Enter your Suffix Number followed by the # sign. For your share or loan suffix number, please see your statement for suffix number.

Helpful Hints:

- Have your Account Number & Authorization Code (PIN) ready before you call.
- Follow each entry with the # key.
- The * key is used to enter a decimal. You must enter dollars and cents.
- To cancel any transaction or to end your call, enter * #

Account No: _____ Primary Member: _____
Reg. Share suffix: _____ Share Draft suffix: _____ Loan suffix: _____



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Transaction Codes

Transaction Code	Transaction Mnemonic	Description
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1. Financial Transactions

79	SW	Share Withdrawal (check mailed)
39	DW	Draft Withdrawal (check mailed)
785	STL	Share-to-Loan Transfer
787	STS	Share-to-share Transfer

A share and draft withdrawal by check can only be issued to the primary member and the address on file. Checks will be issued the following business day.

2. Inquiry Transactions

74	SI	Share Inquiry (balance)
34	DI	Draft Inquiry (balance)
54	LI	Loan Inquiry (balance)
24	CI	Certificate Inquiry (balance)
274	BPI	Bill Payer Inquiry
328	DAT	Date Inquiry
846	TIM	Time Inquiry

3. Year-to-Date Information

933	YDD	Year-to-Date Dividends
934	YDI	Year-to-Date Interest
793	PYD	Prior Year-to-Date Dividends
794	PYI	Prior Year-to-Date Interest

4. History

533	LDD	Last 5 Draft Deposits
573	LSD	Last 5 Share Deposits
534	LDI	Last 5 Drafts Cleared
579	LSW	Last 5 Share Withdrawals
523	LAD	Last ACH Deposit
539	LDW	Last Draft Withdrawal
572	LPA	Last Payroll Amount
58	LT	Last Transaction
532	LDA	Last Dividend Amount



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5. Draft Inquiry Transactions

334	DDI	Last Deposit
364	DNI	Draft Number Inquiry (specific Draft No. cleared)
533	LDD	Last 5 Deposits
534	LDI	Last 5 Drafts Cleared
774	SPI	Stop Payment Inquiry

6. Other

576	LPO	Loan Payoff Inquiry Status
252	CLA	Calculate Loan Amortization
726	RAN	Re-Enter Account No. or inquiry to another Account No.
746	PIN	Change or Modify your Authorization Code (PIN)

Additional Helpful Hints:

Commands / Responses

#		Entry is complete
*#		Cancel transaction or End call
9#		Amount is correct, "Yes"
6#		Amount is wrong, "No"
*		Decimal point
99#		Transaction Code menu
**#		Repeat last message

Share Suffix Numbers

0		Share Draft (checking)
8 or 9		Cancel transaction or End call

For all other share suffixes, see your statement for the share suffix number.

Loan Suffix Numbers

See your statement for the loan suffix number.