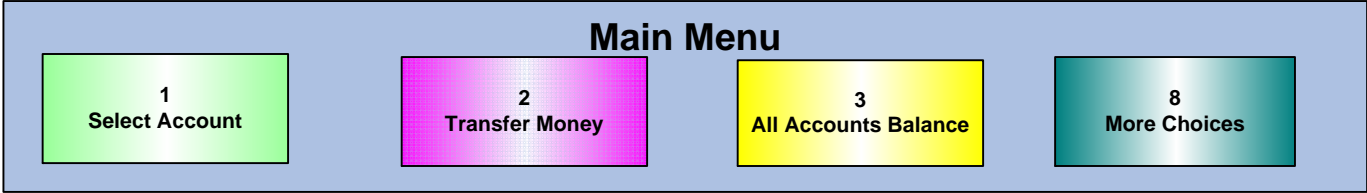


TellerPhone Call Flow

TellerPhone Greeting
 Press "1" for touch tone, or say "voice" for voice recognition



| | |
|-------------------------|--------------------|
| Available Account Types | 1 - Checking |
| | 2 - Savings |
| | 3 - Credit Cards |
| | 4 - Loans |
| | 5 - Line of Credit |
| | 6 - Certificate |
| | 7 - IRA |

| | |
|-------------------------|--------------------|
| Available Account Types | 1 - Checking |
| | 2 - Savings |
| | 5 - Line of Credit |

This option provides a summary of all account balances

| |
|--------------------------------|
| More Choices Menu |
| 3 - Change PIN |
| 5 - Logon to different account |

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|--|
| Transfer Money Menu |
| <i>From Checking or Savings</i> |
| 1 - Transfer to an account |
| 2 - Make a loan payment |
| 3 - Transfer from an account |
| 4 - Advance from a loan |
| 5 - Have a check sent |
| 6 - Transfer to another member's account |
| <i>From Line of Credit</i> |
| 1 - Advance from a loan |
| 3 - Make a loan payment |
| 5 - Have a check sent |

NOTES:
 Repeat choices - * or say "repeat" in voice mode
 Return to previous menu - # or say "back" in voice mode
 Transfer to Operator - press "0" or say "Operator" in voice mode
 Decimal Point - use the asterisk
 To end the call - Hang up

| |
|----------------------------|
| Account Menus |
| 1 - Account Summary |
| 2 - More Details |
| 3 - Transfer Money |
| 4 - Select Another Account |

