

# JetStream FCU Menu Map

**Authorization**  
Enter Account Number and PIN  
or press \* if no PIN/forgot PIN



**Plays Balance Upfront**  
Checking or Savings

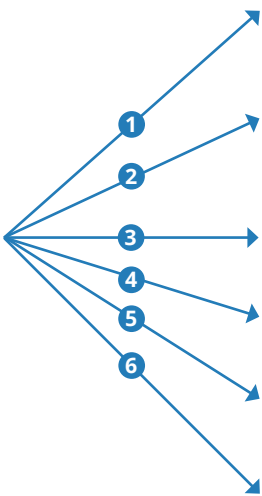


**Routes to Main Menu**  
Plays ONLY those options for the  
account types the member has



**Main Menu More Options**

- 1 Lost / Stolen Card
- 2 Transfer Funds
- 3 Certificate Rates
- 4 Order Checks
- 5 Change IVR PIN
- 6 Branch locations and hours
- 7 Set Up/ Change Preferences



1 Debit Card 2 Credit Card

**TRANSFER TO REPRESENTATIVE**

Transfer from Checking/ Saving/ Loan  
Transfer to Checking/ Saving/ Loan

\*Funds Transfer To/From offered where applicable

**REFER CALLER TO WEBSITE**

1 Personal Checks 2 Business Checks

**TRANSFER TO REPRESENTATIVE**

Enter New PIN  
Reset PIN

Speech/Touch  
Tone English/Spanish  
Opt into Texting

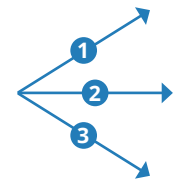
**Checking**

If more than one account, all  
are played and caller selects

- 1 Balance
- 2 Withdrawals
- 3 Deposits
- 4 Transfer To Checking
- 5 Transfer From Checking
- 6 More Options



- 1 Stop Payment
- 2 Check Search
- 2 Dividend Information



Single Check  
Series of Checks

Check Number  
Check Amount

YTD Dividend  
Prior Year Dividend

**Savings**

If more than one account, all  
are played and caller selects

- 1 Balance
- 2 Withdrawals
- 3 Deposits
- 4 Transfer To Saving
- 5 Transfer From Savings
- 6 Dividend Information

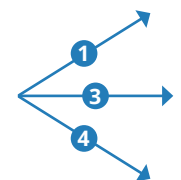


YTD Dividend  
Prior Year Dividend

**Loan**

If more than one account, all  
are played and caller selects

- 1 Loan Information
- 2 Loan Transactions
- 3 Payoff Amount
- 4 Make a Payment



Current/Available/Credit/Statement balance  
Payment Due/Past due payment amount/date  
Approximate Payoff amount  
YTD Interest / Prior Year Interest

Play approximate  
Transfer to Rep for exact

Transfer from Checking/ Savings

\*Funds Transfer To/From offered where applicable

**Credit Card**

**TRANSFER TO REPRESENTATIVE**

**Certificate or IRA**

If more than one account, all  
are played and caller selects

- 1 Certificate
- 2 IRA

- 1 Balance
- 2 Dividend
- 2 Maturity Date



YTD Dividend  
Prior Year Dividend

**0 - Representative**

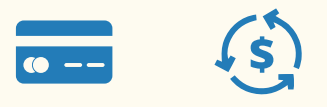


**TRANSFER CALL TO REPRESENTATIVE**

## ACCOUNT TYPES:



CHECKING SAVINGS LOAN



CREDIT CARD CERTIFICATE OR IRA

**PIN SET** Transfer to Rep to set PIN