

# BFSFCU® VOICE (AUDIO) RESPONSE GUIDE

Our new **Voice Response** system (also known as Maxxar) will be slightly different from our previous system in that the menu options are arranged differently. Our new system also offers the option of using your voice to navigate the system rather than just a touch-tone telephone.

## Login Process

Our new system will ask you to enter your post-upgrade assigned member number and your personal identification number (PIN)\*.

## NEW MENU OPTIONS

- 1. Select an Account:** Use this option to get a summary of a particular account including transactional activity such as balances, deposits and withdrawals, check clearing, and dividends paid.
- 2. Transfer Money:** Use this option to transfer funds between accounts, make loan payments, or advance a line of credit.
- 3. All Account Balances:** Use this option to get a summary of the balances of all your accounts at BFSFCU.
- 4. General Information:** This option will give you access to information about BFSFCU such as our branch locations and hours and ATM locations. You also have the option to report a credit card, ATM card or Debit card lost or stolen from this menu.
- 5. More Choices:** Use this option also to report lost or stolen credit, ATM, and debit cards, as well as change your personal identification number (PIN) and login to another account.

\*Important note: Members who are the primary owners on accounts with current voice response access will be able to use their existing PINs to access our new system. Joint members will need to contact the Credit Union at 202-212-6400 to obtain a new PIN number, as you can no longer share credentials to access our voice response system.



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