

# Que Call Flow

Welcome to QUE

In Memphis 901-684-7220

Toll-Free 800-222-4428

Account number and PIN

Account Information  
Press one.

Checking/  
Money Market  
Press one.

Savings/  
Holiday Club  
Press two.

Loans/  
Line of Credit  
Press three.

Certificate/  
IRAs  
Press four.

1. Balance & amt. available  
2. Last 5 checks cleared  
3. Inquire on specific check  
4. Last 5 N/D withdrawals  
5. Last 5 deposits  
6. YTD dividend info  
7. Prior year dividend info  
8. Transfers & withdrawals

1. Balance & amt. available  
2. Last 5 deposits  
3. Last 5 withdrawals  
4. YTD dividend info  
5. Prior YTD dividend info  
6. Transfers & withdrawals

1. Balance & amt. avail.  
2. Payoff amount  
3. Payment information  
4. Finance charge  
5. Last 10 transactions for APR  
6. Trans. and withdrawals

1. Balance  
2. Div. rate & mat. date  
3. Last 5 deposits  
4. YTD dividend info  
5. Prior yr. div. info

Transfers and  
Withdrawals  
Press two

## Transfers

1. to transfer from SAV/CHK/MMA to SAV/CHK/MMA
2. to transfer from SAV/CHK/MMA to loan
3. to transfer from loan to SAV/CHK/MMA

## Cross Transfers

1. to transfer to another SAV/CHK/MMA account
2. to transfer to another loan
3. from loan to another SAV/CHK/MMA account
4. to transfer from another SAV/CHK/MMA account
5. to transfer from loan
6. from another SAV/CHK/MMA account to a loan

## Withdrawals

1. withdrawal from savings account
2. withdrawal from MMA account
3. withdrawal from line of credit

Change PIN  
Press three

Transaction amounts are entered in dollars and cents - no decimal point.

Example: Fifty dollars would be entered as 5000#

Press \* to return to the previous menu  
Press # to end this call