

## EXPERT MODE

### Share ID Numbers

Within Info 24 are Share ID Numbers that help identify your credit union account types.

### The prefixes to these numbers include:

Regular Savings	00
Special Purpose	
Accounts	01-09
IRA	10-14
457 Plan	15-19
Money Market	30-34
Checking	80-89

\*Please check your statement for your personalized Share ID Numbers —

they may differ from those listed in this helpful list of share numbers.

Info 24 will restate any transactions you have completed and ask you to confirm by entering 1#, or cancel by entering 9#.

Please note: Entering these numbers before Info 24 has finished speaking may cancel your previous transactions.

**Call Info 24 at 904.371.8000  
or 800.342.8416 ext. 8000**

1. When Info 24 answers, enter your account number followed by # (ex: 99000#)
2. Enter your access code followed by #
3. Enter your service code (see list) followed by #

## SERVICE CODES

### Balance Inquiries

Saving Balance	11#
Share Balance	13#
List All Share ID's and Balances	15#
List All Loan ID's and Balances	16#

### Histories

Last Payroll deposit	21#
Last Deposit	22#
Share History	23#
Loan History	24#
Deposit History	25#
Check History	26#
ATM History	27#
ACH History	28#
Payroll History	29#

## Transfers

Savings to Checking	41#
Checking to Savings	42#
Share to Share	43#
Loan to Checking	45#
Loan to Share	46#
Savings to Loan	47#
Checking to Loan	48#
Share to Loan	49#

## Checking

Checking Balances	51#
Check Number Inquiry	52#
Check Copy	54#
Check Stop Payment	55#
Debit Card History	67#
Point of Sale History	68#

## Loans

Loan Balance	61#
Loan Payment Inquiry	63#
Loan Payment History	64#
Loan Payoff Amount	65#

## Additional Options

Transfer to a Member Service Representative	66#
IRA Contribution	71#
Dividend information	72#
Interest Information	73#
Change Access Code	74#
Change to Menu Mode	75#
New Account Number	90#
Help	98#
End Call	99#

# Info 24 Quick Reference



# Menu Mode

## Main Menu

Balance Inquiries	1
Histories Inquires	2
Transfers	3
Checking	4
Loans	5
Additional Options	6
Member Services	0
Replay Current Menu	#
End the Call	*

## Balance Inquiries 1

- 1 — Savings Balance
- 2 — Checking Balance
- 3 — Share Balance
- 4 — Loan Balance
- 5 — Lists All Share IDs/  
Balances
- 6 — Lists All Loan IDs/  
Balances
- 0 — Member Services
- # — Return to Main Menu
- 8 — Replay Current Menu
- 9 — Return to Main Menu

## Histories 2

- 1 — Last Payroll Deposit
- 2 — Last Deposit
- 3 — Share History
- 4 — Loan History

## Histories 2 cont.'

- 5 — Deposit History
- 6 — Recent Transaction  
Activity
- 1 Checking # History
- 2 ATM History
- 3 ACH History
- 4 Payroll History
- 5 Loan Payment History
- 0 — Member Services
- # — Previous Menu
- 8 — Replay Current Menu
- 9 — Return to Main Menu

## Transfers 3

- 1 — Savings to Checking
- 2 — Checking to Savings
- 3 — Share to Share
- 4 — Loan to Savings
- 5 — Loan to Checking

## Transfers 3 cont.'

- 6 — Loan to Share
- 7 — Savings to Loan
- 8 — Checking to Loan
- 9 — Share to Loan
- 0 — Member Services
- # — Previous Menu
- \* — End Call

## Checking 4

- 1 — Checking Balance
- 2 — Check Number Inquiry
- 3 — Checking History
- 4 — Check Copy Request
- 5 — Check Stop Payment
- 0 — Member Services
- # — Previous Menu
- 8 — Replay Current Menu
- 9 — Return to Main Menu
- \* — End Call

## Loans 5

- 1 — Loan Balance
- 2 — Open Loan List
- 3 — Loan Payment Inquiry
- 4 — Loan Payment History
- 9 — Replay Current Menu
- 0 — Member Services
- # — Previous Menu
- \* — End Call

## Additional Options 6

- 1 — Year-to-Date Info.
- 2 — Change Preferences
- 3 — Change Account
- 0 — Member Services
- # — Previous Menu
- 8 — Replay Current Menu
- 9 — Return to Main Menu
- \* — End Call

## Address

Community First Credit Union  
P.O. Box 2600  
Jacksonville, Florida 32232  
904.354.8537  
800.342.8416

[www.CommunityFirstFL.org](http://www.CommunityFirstFL.org)