



## VOICE RESPONSE AUDIO TELLER SYSTEM

Available At *Your* Convenience,  
Eagle Express Is *Your* Personal  
Credit Union Teller



### INSTRUCTIONS FOR EAGLE EXPRESS AUDIO TELLER:

With your EAGLE EXPRESS PIN (Personal Identification Number) and a touch-tone telephone/PC you can process your own credit union transactions. Account information cannot be obtained without your member number and your ATM PIN number. No one else, not even the Credit Union, knows this secret number.

***You should never give your PIN number to anyone!***

**1. Call Eagle Express:**

Phone: 1-800-508-9674

**2. When Eagle Express answers follow the instructions.**

**3. Enter your account number by pressing the buttons for your member number then the pound key (#)**

**4. Enter your PIN, then the pound key (#)**

- Get your account balance on Savings, Share Draft (checking), Share Certificate or Loans.
- Verify the last 10 financial transactions on your Share Draft (checking).
- Verify if a specific check has cleared.
- Verify deposits on Savings or Share Draft (checking).
- Transfer funds between Savings, Share draft (checking).
- Pay loan payments.
- Withdraw funds by check. Checks will be mailed at close of next business day or you can pick it up.

### FINANCIAL TRANSACTIONS; TRANSFERRING FUNDS OR LOAN PAYMENTS:

When you request a financial transaction, Eagle Express Teller will repeat the information and ask you to press 1 to process the transaction or press 2 to cancel.

**IF YOU DO NOT PRESS 1, THE FINANCIAL TRANSACTION WILL NOT BE COMPLETED.**

*Note- Do Not Use Decimal In Dollar Amounts.*

*To Enter An Amount Of \$392,05, Press 39205#.*

*If for any reason a telephone, or communication problem exists, Eagle Express Teller will advise, "We cannot access your account at this time."*

EAGLE EXPRESS FEDERAL  
CREDIT UNION  
P.O. Box 567  
Jackson, MS 39205

PLACE  
STAMP  
HERE

## EAGLE EXPRESS AUDIO TELLER

Eagle Express Federal Credit Union's Audio Teller provides you access to your Credit Union Accounts 24 hours a day every day of the year.

### PIN (PERSONAL IDENTIFICATION NUMBER)

You will be issued a secret Personal Identification Number Code. Keep your PIN code confidential.

- Never give out your PIN over the telephone.
- Record your PIN code in a secure place.

### WITH THE EAGLE EXPRESS AUDIO TELLER AND YOUR PIN CODE, YOU CAN:

- **Verify the balance of your accounts.**
- **Transfer Funds from Savings (01) to Share Draft (75) or Share Draft to Savings.**
- **Verify last 10 financial transactions.**
- **Verify clearing of a specific check.**
- **Verify deposits.**
- **Withdraw funds by check.**
- **Transfer your loan payment from your Savings or your Share Draft account.**

### FEE

Your PIN is free, however, a small fee will be charged to replace or reorder your PIN Code.

*If you will complete, sign and return the attached PIN Request Form, we will process your request as soon as possible to give you 24 hour access to your Credit Union Accounts!*

## EAGLE EXPRESS AUDIO TELLER & PIN AGREEMENT

Dear Member,

This is your Agreement. Please read it and keep it for your records because when you sign the PIN request form, you've agreed to its terms. We agree to follow them too.

The PIN (Personal Identification Number) Code is issued by or on behalf of the Institution herein to the Member for use with such account(s) (each referred to as an "Account") as described in the PIN request form upon and subject to the following terms and conditions.

1. The Institution may revoke, limit or suspend use of Eagle Express/PIN or issue a new one at any time without prior notice.
2. Member is responsible for the use of the PIN. Member will not authorize or permit any person to use the PIN. Member will not disclose his Personal Identification Number ("PIN") code to any person and agrees to take reasonable steps to assure the safety and confidentiality of the PIN.
3. Member authorizes the Institution to charge his Account(s) as indicated when the PIN is used. If any Account is owned jointly with another person, this Agreement is fully binding on all joint account holders, and all authorizations and obligations contained herein shall be joint and several, notwithstanding the terms and conditions of any other agreement with the Institution.
4. Any credit union business transacted by the use of the PIN is not consummated until the Institution has verified and processed the transaction on its records according to its usual credit union practices, regardless of any confirmation at the time of the transaction.
5. The Institution makes no claims or warranties with respect to the equipment of the system, except as specifically provided by law. Member will examine his periodic statements from the Institution promptly and report any errors or unauthorized transfers. Member will notify the Institution immediately if he believes someone may have discovered his PIN. Member liability for unauthorized transactions is limited as provided by law.
6. The Institution has the right to limit the frequency or amounts of withdrawals or to institute fees for Eagle Express/PIN transactions or to change its policies regarding these matters at any time without amending this Agreement, and Institution may charge Member's Account(s) for such fees. Current limits and fees, if any, are contained in the disclosure statement which is contained in this brochure. Institution also has the right to establish other terms and conditions pertaining to the use of the Eagle Express/PIN and to change the terms and conditions set forth herein or so established, by mailing advance written notice thereof to Member at the address shown on the records of the Institution.
7. Whenever used herein, the masculine pronoun shall refer with like effect to the feminine, and, if any Account is a joint account, the singular person, whenever used herein in relation to Member, shall be read as plural.
8. Member may cancel this Agreement at any time by notifying the Institution in writing. In that event all rights and obligations for any transaction that occurs before Institution receives notice of cancellation shall be determined by this Agreement.
9. Minimal PIN replacement fee.

I hereby request that Eagle Express Federal Credit Union issue a **Personal Identification Number (PIN)**.  
The retention or use of such PIN shall be governed by the printed terms and conditions of the Eagle Express Audio Teller & Pin Agreement and such other terms and conditions, or amendments thereto, as may be established from time to time by the Credit Union.

## PIN REQUEST FORM

Name \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

P. O. Box 567 • Jackson, Mississippi 39205-0567  
(601) 355-6363 • Fax (601) 355-2567  
1-800-698-7570 • www.eagleexpressfcu.com