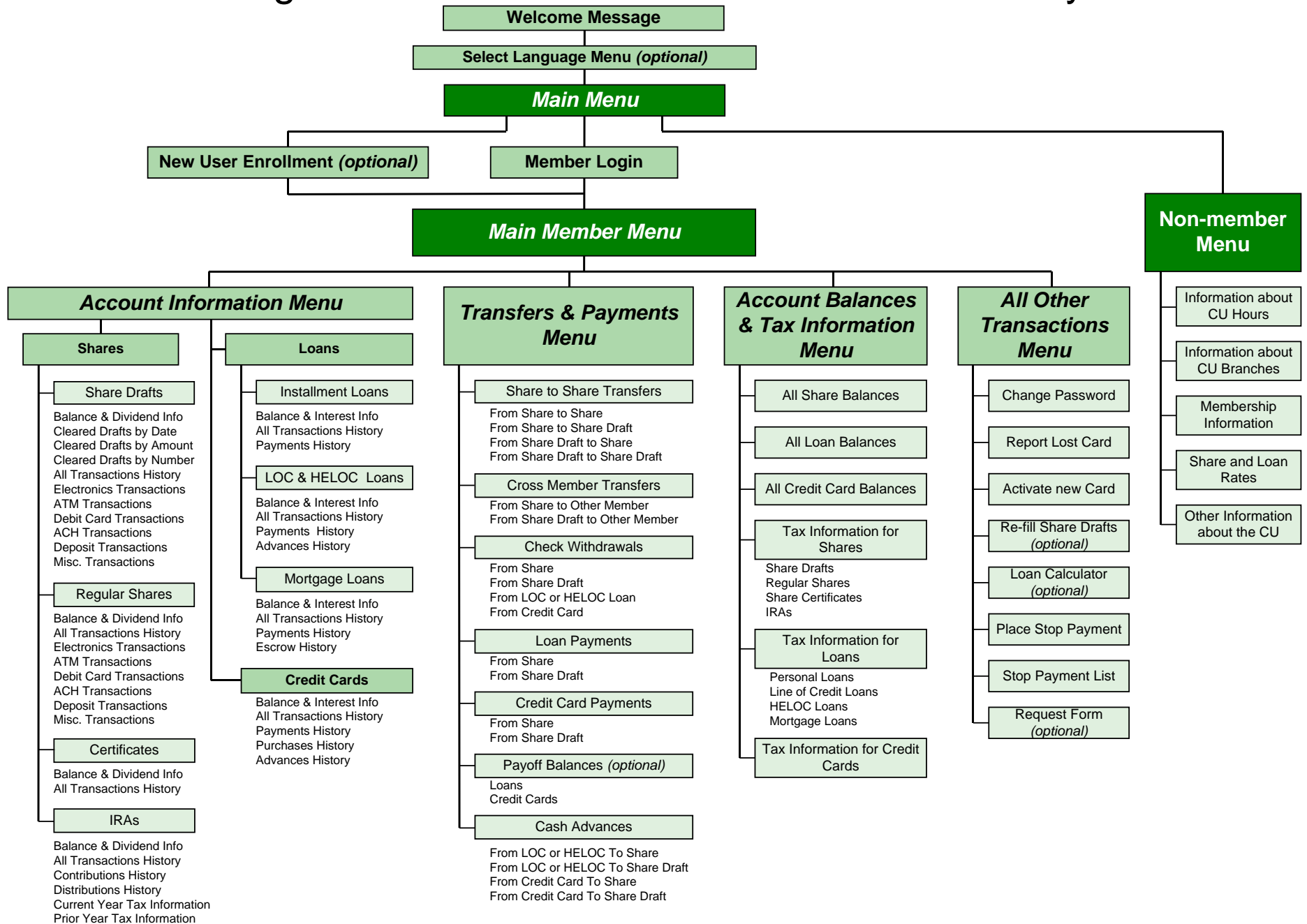


ConvergeIVR Call Flow For CUSA and Reliance Systems



When Using the ConvergeIVR System

Typical Call to check Account Information for Share Draft Account

- Call ConvergeIVR System
- Welcome Message
- Select Language (optional menu)
- At the Main Menu (Press **1** for **member**)
- Login using your member number and password
- Member Main Menu (Press **1** for **Account Information**)
- Press **1** for **Shares**, then Press **1** for **Share Drafts**
- Select Share Draft account from list (if you have more than 1 share draft account)
- Listen to account balance information and last transaction
- Press **1** to list recent transactions
- Press **2** to list recent electronic transactions (Press **#** to list more transactions)
- Press **3** to list recent checks
- Press **9** to hang up

Notes:

If you have more than one account of a selected type, ConvergeIVR will automatically list all accounts in order for you to select one.

When entering amounts and numbers, press **#** after entering the amount or number. Always include the cents, ConvergeIVR will automatically insert the decimal point before the last two digits.

At any time:

Press **0** to speak with an operator

Press **9** to hang-up

Press ***** to back-up to the previous menu

Not all menus and options may be available.