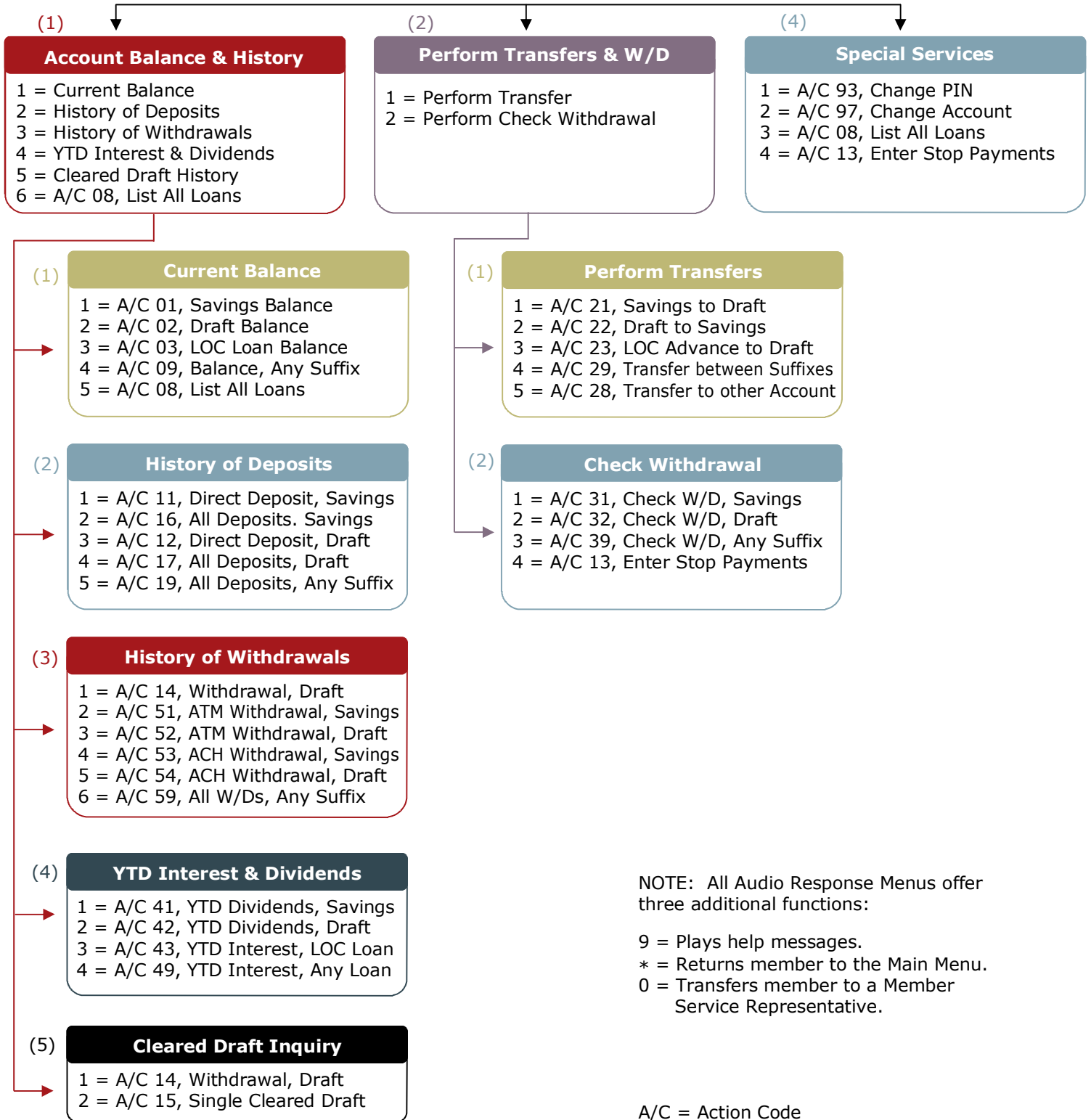


FLEX Audio Response Flow Chart

Main Menu

- 1 = Account Balance & History
- 2 = Perform Transfers & Withdrawals
- 3 = A/C 94, Calculate Loan Payment
- 4 = Special Services
- 5 = A/C 91, Current Int & Div Rates



NOTE: All Audio Response Menus offer three additional functions:

- 9 = Plays help messages.
- * = Returns member to the Main Menu.
- 0 = Transfers member to a Member Service Representative.

A/C = Action Code