HOYA FEDERAL
CREDIT UNION
*An Institution of Higher Finance*

# Member Audio Response System (MARS)

## Telephone Banking User Instructions

(202) 687-1842

**Top Menu**
1-Experienced Users
2-Spanish Users
3-General Information
4-Instructions

**Main Menu**
1-Transactions
2-Inquiries
3-PIN Change
4-General Information
5-Next Member Number

**General Information**
1-Office Hours/Locations
2-Interest Rates

**1-Transactions**
1-From Draft Acct
2-From Share Acct
3-From LOC Acct

**2-Inquiries**
1-Balance on All Accts
2-Draft Inquiries
3-Share Inquiries
4-Loan Inquiries
5-Credit Card Inquiries
6-IRA Inquiries

**3-Change PIN**
Caller can customize their PIN Number

**5-General Information**
1-Office Hours/Locations
2-Interest Rates

**6-New Member #**
Allows Caller to enter new Member number and PIN

**1-From Draft Acct**
1-Xfer to Loan
2-Xfer to Share
3-Xfer to Draft
4-Xfer to Credit Card
5-Xfer to Member
6-Withdrawal by Check
7-Reorder Check/Draft
8-Stop Draft
9-Change Draft ID

**2-From Share Acct**
1-Xfer to Loan
2-Xfer to Share
3-Xfer to Draft
4-Xfer to Credit Card
5-Xfer to Member
6-Withdrawal by check
7-Change Share ID

**3-From LOC**
1-Withdrawal by check
2-Xfer to Draft
3-Xfer to Share
4-Xfer to Member
5-Stop Draft
6-Change LOC ID

**2-Draft Inquiry**
1-Acct Balance

2-Withdrawal Inquiry
1-Specific Draft Paid
2-Recent Withdrawals
3-Last 5 Drafts Paid
4-Change Draft ID

3-Deposit Inquiry
1-Recent Deposit
2-Last 3 Payroll Deposits
3-Change Draft ID

4-ATM Transactions

5-Dividend Inquiry
1-Current Dividend
2-YTD/Prior Year Dividend
3-Change Share ID

6- All Transactions

7-Change Draft ID

**3- Share Inquiry**
1-Acct Balance

2-Withdrawal Inquiry

3-Deposit Inquiry
1-Recent Deposits
2-Last 3 Payroll Deposits
3-Change Share ID

4-ATM Transactions

5-Dividend Inquiry
1-Current Dividend
2-YTD Dividend
3-Change Share ID

6-All Transactions

7-Change Acct ID

**4-Loan Inquiry**
1-Loan Balance

2-All Loan Balances

3-LOC Available

4-Payoff Inquiry

5-Interest Inquiry

6-Mortgage Balance

**5- Credit Card Inquiry**
1-Balance Inquiries

2-Payment Inquiries

**6-IRA Inquiry**
1-Contributions

2-Distributions

3-Change IRA ID

**Help Your Credit Union Prevent Fraud by Calling Immediately to Report Your VISA Check Card Lost or Stolen.**

**1-800-554-8969**