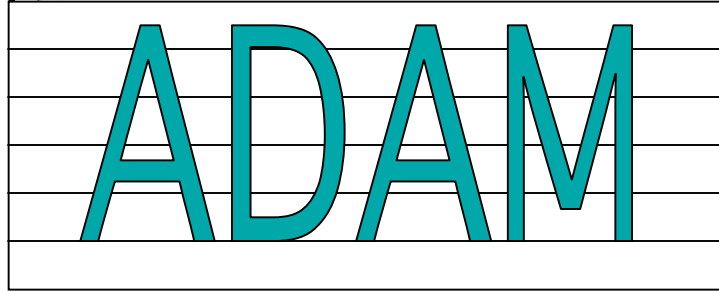


## Account Direct Access Method



## 24 Hour Telephone Teller



1320 Hendricks Avenue, Jacksonville, FL 32207

E-mail: [info@fbcu.org](mailto:info@fbcu.org)

Website: [www.fbcu.org](http://www.fbcu.org)

With ADAM, Florida Baptist Credit Union's 24 hour telephone teller system, you can reach your accounts anytime day or night. In effect, ADAM puts a teller in your home, office, car or anywhere there is a touch-tone telephone.

With Adam you can:

- Check your share and loan balances
- Make Check withdrawals
- Transfer Funds
- Make Loan Payments
- Inquire about cleared drafts
- Check on deposits and withdrawals
- Request tax information
- And much, much more

### **ADAM is Easy to Use**

To use ADAM, all you need is the following:

- Your Account number as listed on your statement
- Your personal identification number (PIN). This will be mailed to you under separate cover. You may change your PIN. Simply call the credit union office for instructions.
- A Touch-tone telephone.

When you call ADAM, a friendly voice will guide you through your transaction. Changes to your account are made immediately, accurately and confidentially.

## Using ADAM

1. Call the ADAM number 1-800-749-3228 or 904-396-4208
2. Press one to access ADAM.
3. Enter your account number followed by the # key.
4. Enter your four-digit PIN followed by the # key.
5. Enter a transaction code followed by the # key. ([see code list](#))
6. To end your session, simply hang up or enter 99#.

## Things to Remember

- The # key must be pressed to conclude each entry.
- The \* key will pause ADAM at any point.
- Pressing \*\* will erase the last instruction you entered.
- Pressing the \*# will repeat the last message.
- To end the call, press 99#.
- Enter the exact amount for each transaction, including dollars and cents. For example, to enter \$100.00, press 10000#.
- You may key ahead at any time during the session. You do not need to wait for the voice prompt.