

Welcome To Magic*Touch

The **Magic*Touch Menu** provided below will allow you quick access to the information you need to help you perform transactions and inquiries on the system. In addition, a Magic*Touch voice will easily assist you through the process, step-by-step, if you don't have the Magic*Touch written information at hand.

Getting Started:

Have your **Member Number and PIN ready**. At any point, if you want to:

- Transfer to a VyStar Member Service Representative..... Press **0**
- Return to the Previous Menu..... Press **9**
- End your call Press **#**

Do you have a Magic*Touch PIN? If you do not have a Personal Identification Number (PIN), contact VyStar's Call Center at (904) 777-6000 or 800-445-6289, option 1.

Main Menu

* = Member Number + PIN are entered

- Account Information **1***
- Transfer funds between your VyStar Accounts **2***
- Make a VyStar payment using an account at another financial institution **3**
- Estimated Loan Payment Calculations **4**
- Re-Order Checks **5**
- Change PIN (Personal Identification Number) **6***
- ATM Card Maintenance **7**
- Merchant Check Verification **8**
- Member Services Representative **0**

- 1 ACCOUNT INFORMATION**
 - Checking, Money Market Checking 1
 - Savings, Money Market Savings, IRA..... 2
 - Loans..... 3
 - Certificates 4
 - Credit Cards 5
- 2 TRANSFER FUNDS (FROM)**
 - FROM Checking or Money Market Checking 1
 - FROM Savings or Money Market Savings 2
 - FROM Home Equity or Sig Line of Credit 3
- 4 LOAN REQUEST**
 - Consumer Loan 1
 - Mortgage Loan 2
 - Other Loan 3
- 7 ATM CARD MAINTENANCE**
 - Cancel ATM Card 1
- 1 ATM CARD STATUS**
 - Lost 1
 - Stolen 2
 - Close 3

- 1 CHECKING MENU OPTIONS**
 - All Transactions..... 1
 - Checking or Withdrawal Inquiries..... 2
 - Specific Check Number Clearing Info..... 3
 - Checking Deposits 4
 - Stop Payment 5
 - General Account Info..... 6
 - Checking Services..... 7
 - ATM, Check Card and POS..... 8
- 2 SAVINGS, MONEY MARKET, IRA**
 - All Transactions..... 1
 - Last 5 deposits..... 2
 - Last 5 Withdrawals..... 3
 - Dividends Paid..... 4
 - General Account Info..... 5
 - ATM, Check Card and POS..... 6
 - Last 5 Overdraft Transfers..... 7
 - Pending HSA (debit) Card Transactions..... 8
- 3 LOAN TYPES**
 - Consumer Loan..... 1
 - Home Equity or Sig Line of Credit 2
 - Mortgage Loan..... 3
 - Business Loan..... 4
 - Other Loan..... 5
- 4 CERTIFICATE**
 - All Transactions..... 1
 - General Certificate Info..... 2
- TRANSFER FUNDS (TO)**
 - TO Checking or Money Market Checking..... 1
 - TO Savings or Money Market Savings..... 2
 - TO Loan 3
 - TO VyStar Mastercard..... 4
 - TO VyStar VISA Card..... 5
- 3 TRANSFER FUNDS TO LOAN**
 - TO Consumer Loans..... 1
 - TO Savings or Money Market Savings..... 2
 - TO Mortgage Loan 3
 - TO Business Loan..... 4
 - TO Other Loan..... 5

- 2 CHECK OR WITHDRAWAL INQUIRY**
 - Last 5 Checks 1
 - Last 5 Non-Check Withdrawals..... 2
 - Last 5 Overdraft Transfers 3
- 3 SPECIFIC CHECK INQUIRY**
 - Enter check number followed by # sign
- 4 CHECKING DEPOSITS**
 - Last 5 Deposits 1
 - Last 5 Direct Deposits..... 2
 - Dividend Information..... 3
- 5 STOP PAYMENT**
 - Single Check 1
 - Range of Checks..... 2
- 6 GENERAL ACCOUNT INFORMATION**
 - Dividend Rate, Date of Last Statement, Checking Account Balance
- 7 CHECKING SERVICES**
 - Pending Check Card (debit) Transactions
- 8 ATM, CHECK CARD, POS TRANSACTIONS**
 - Last 5 ATM/Check Card/POS Transactions..... 1
 - Last 5 ATM Transactions..... 2
 - Last 5 Check Card/POS Transactions 3
 - Last 5 ATM Deposits 4
 - Last 5 ATM Withdrawals..... 5
 - Last 5 Check Card Credits..... 6
 - Last 5 Check Card Debits..... 7
- 1 CONSUMER LOAN**
 - Balance Information..... 1
 - Payment Information..... 2
 - Interest Information..... 3
- 2 HOME EQUITY or SIGNATURE LINE OF CREDIT**
 - All Transactions..... 1
 - Balance Information..... 2
 - Payment Information..... 3
 - Interest Information..... 4
 - HELOC Check Stop Payment..... 5
 - Pending H-Equity Visa Card Transactions..... 6
- 3 MORTGAGE LOAN**
 - Balance Information..... 1
 - Payment Information..... 2
 - Interest Information..... 3
 - Last 5 Escrow Disbursements..... 4
- 4 BUSINESS LOAN**
 - Balance Information..... 1
 - Payment Information..... 2
 - Interest Information..... 3
- 5 OTHER LOANS**
 - Balance Information..... 1
 - Payment Information..... 2
 - Interest Information..... 3

OUT AND SAVE



QUICK REFERENCE GUIDE

Once you've been using Magic*Touch, you may want to move quickly through the menus without listening to all the instructions. In many cases, you may press your choice as soon as the voice begins to explain the step, rather than waiting.** Below is a Magic*Touch guide to getting where you want to go. It may help to clip this out and keep it with you for a quick and easy reference.

Current Balance Information:

- Checking..... 1 {Member Number}#{PIN}# 1
- Savings..... 1 {Member Number}#{PIN}# 2
- Loans..... 1 {Member Number}#{PIN}# 3 {Loan Type} 1
- Certificates..... 1 {Member Number}#{PIN}# 4, 2

Checking Account Transactions and Deposit History:

- To review all transactions
 - 1 {Member Number}#{PIN}# 1 {**} 1
- To review the last five checks written
 - 1 {Member Number}#{PIN}# 1 {**} 2, 1
- To review last five non-check withdrawals
 - 1 {Member Number}#{PIN}# 1 {**} 2, 2
- To see if a specific check has cleared
 - 1 {Member Number}#{PIN}# 1 {**} 3
- To review last five deposits
 - 1 {Member Number}#{PIN}# 1 {**} 4, 1
- To review last five direct deposits
 - 1 {Member Number}#{PIN}# 1 {**} 4, 2
- To review dividend or interest received
 - 1 {Member Number}#{PIN}# 1 {**} 4, 3
- To stop payment on a single check
 - 1 {Member Number}#{PIN}# 1 {**} 5, 1
- To stop payment on a range of checks
 - 1 {Member Number}#{PIN}# 1 {**} 5, 2
- To request a copy of a specific check
 - 1 {Member Number}#{PIN}# 1 {**} 7, 1
- To request a check withdrawal
 - 1 {Member Number}#{PIN}# 1 {**} 7, 2

** Wait for Balance Information

Turn any touch-tone phone into a VyStar Branch with this **free, 24-hour audio response telephone service.**



(904) 777-6001 -or- 1-800-235-6289 (toll free)

* **6001** for AT&T Mobility in Duval, Putnam, Clay, St. Johns, Nassau and Baker Counties.
(904) 908-2420 or 1-888-529-6289 (toll free)
 TDD service for hearing and speech impaired.