

## **MARTY scripts – How to Make a Loan Payment from Your Savings**

Call 1-844-315-0249

MARTY says: “Thank you for calling MARTY, your member audio response teller for Central Maine Credit Union. Please listen carefully, as the menu items have changed. For account information, press 1. To perform transaction activity, press 2. For member services, press 3. To end this call, press #.”

**Press 2**

MARTY says: “Please enter your member number followed by the #.”

**Press your member number #**

MARTY says: “Please enter your PIN number followed by the #.”

**Press your PIN #**

MARTY says: “Please wait while we verify your information. For checking accounts, press 1. For savings accounts, press 2. For loans, press 3. To return to the previous menu, press \*. To end this call, press #.”

**Press 3**

MARTY says: “The current account is (suffix). To make a transfer from checking, press 1. For savings, press 2.”

**Press 2**

MARTY says: “Please select the account you wish to transfer from followed by the #.” MARTY will list all available suffix’.

**Press suffix #**

MARTY says: “Please wait one moment. Amount available is (amount). Please enter the amount you wish to transfer in dollars and cents followed by the #.”

**Press amount #**

**Example: For \$1.00, enter 100#. For \$100.00, enter 10000#**

MARTY says: "We have received a request for a payment in the amount of (\$). To confirm, press 1. To change the amount, press 2. To cancel, press 3.

**Press 1**

MARTY says: "The amount will be drawn from account (suffix). The amount will be deposited into loan (suffix). Press 1 to continue, or 2 to cancel.

**Press 1**

MARTY says: "Please wait one moment. Your transaction is complete." MARTY WILL GIVE YOU THE CONFIRMATION NUMBER. WRITE THIS DOWN FOR YOUR RECORDS. "To repeat confirmation number, press 2. To continue Press 2.

**Press 2**

MARTY WILL GIVE YOU THE NEW BALANCES IN BOTH ACCOUNTS.

YOU MAY THEN HANG UP.