



JOY FAQs

How do I use Joy?

Speak using natural language or use keypad menu option.

How do I enroll?

1. Dial the EZLine (JOY) number (877) 978-3292
2. Verbally answer if you are a member of the credit union
3. Enter your account number. (no # after entering)
4. Enter the last 4 digits of the primary account holder's SSN (no # after entering)
5. Enter a 4 digit PIN you plan to use for future logins. (then hit #)

(NOTE: Your PIN will now be tied to the Phone number you dialed in from. If you call from the same number going forward the system will ask you for the account number and then the PIN. If you are calling from another phone number the system is going to recognize that and ask you to enroll again for that phone number. At that time you would have to go through steps 1-5 again.)

What if Joy cannot answer my questions?

Ask Joy to transfer you to a human or representative and she will redirect the call automatically.

Can Joy give me my balances?

Yes, and more. Just ask or use keypad menu option.

What are Joy's business hours?

Joy works 24 hours per day, 7 days per week, 365 days per year.

If Joy set up scheduled transfer for me, will I be able to see it at online banking or mobile banking?

Yes.

Will I be able to use voice banking right away after enrollment?

YES

Could you Joy tell me balances of all my accounts?

Yes, just ask her for all accounts or use keypad menu.

What will happen if I tried 6 times bad PIN number?

Joy will lock you out. To unlock, please call credit union.

Joy will read the shares and loans in the same order as they're sorted in mobile/online banking

If you hide an share or loan in online/mobile banking, joy will skip the share or loan if you ask for a list of all your accounts.