

## QUICK TIPS

- Press the desired key at any time during the voice messages.
- Press \* to repeat the list of options you just heard.
- Press # to move back to the previous menu. (It is not necessary to press # at the end of each entry.)
- To access account information, always have your account number(s) and PIN(s) handy.
- When entering dollar amounts, use \* to represent the decimal point. Enter \$100.00 as 100 \* 00; enter \$25.46 as 25 \* 46.
- Press 0 to speak to a member service representative during normal business hours.

### Hours:

Mon • Tues • Thurs • Fri 8:30 AM to 4:00 PM

Wed 8:30 AM to 2:00 PM

Telephone: (504) 736-6144

Fax: (504) 736-6139

E-mail: [yourcreditunion@jpefcu.org](mailto:yourcreditunion@jpefcu.org)

JEFF Audio Response (504) 736-6555

[www.jpefcu.org](http://www.jpefcu.org)

## LOCATIONS

### Main Office

Joseph S. Yenni Building  
1221 Elmwood Park Blvd., Suite 207  
Jefferson, LA 70123

### East Jefferson General Hospital Branch

4200 Houma Blvd., First Floor  
Metairie, LA 70006

### General Government Building Branch

200 Derbigny St., Suite 1300  
Gretna, LA 70053

### Marrero Branch

Charles B. Odom, Sr., Service Center  
5001 Westbank Expy., Suite C-3  
Marrero, LA 70072

### Kenner Branch

Salvador J. Lentini Building  
1801 Williams Blvd., Building C, Suite 101  
Kenner, LA 70062

### Mailing Address

Jefferson Parish Employees Federal Credit Union  
P.O. Box 10680 • Jefferson, LA 70181



Employees Federal Credit Union  
Serving Our Members Since 1959

Rev. 0915

# JEFF 24 HOUR



(504)  
736-6555

TELEPHONE AUDIO RESPONSE

# MAIN MENU

To access the **JEFF Telephone Audio Response System, dial (504) 736-6555**. You will only hear a list of options that apply to the types of accounts you have with JPEFCU.

Listed below are the six main menu options:

## **Option 1 - Select an Account**

For account transactions and inquiries (History, Deposits, etc.).

**Enter Your Member Account Number**

**Enter Your PIN**

Select an Account to work with:

(Press 1 for Savings, 3 for Checking or 7 for Loans)

**1 - Account Summary**

**2 - More Details**

### ***Savings***

- 1 - Transaction History
- 2 - Deposits
- 3 - Withdrawals
- 4 - ACH & Payroll Deposits
- 5 - Last Year & YTD Interest

### ***Checking***

- 1 - Transaction History
- 2 - Cleared Checks
- 3 - Deposits

- 4 - Withdrawals
- 5 - ACH & Payroll Deposits
- 6 - More Choices
- 1 - Electronic Check & Debit Card Transactions
- 2 - Last Year & YTD Interest
- 3 - Specific Checks Cleared

### ***Lending***

- 1 - Transaction History
- 2 - Last Payment Info
- 3 - Next Payment Info
- 4 - Last Year & YTD Interest

**3 - Transfer Money**

**4 - Select Another Account**

## **Option 2 - Transfer Money**

For account transactions involving transfers.

**Enter Your Member Account Number**

**Enter Your PIN**

Select an Account to work with:

(Press 1 for Savings or 3 for Checking)

**1 - Transfer from Account**

**2 - Make a Loan Payment**

**3 - Transfer to Account**

## **Option 3 - All Account Balances**

This option gives you the ability to listen to the balance of your account(s).

## **Option 4 - General Information**

Information about branch hours and locations, ATM locations and current promotions.

**1 - Hours and Locations**

**2 - ATM Locations**

**3 - Current Offers**

## **Option 5 - Product Information**

Information about our current products.

**1 - Products**

## **Option 8 - More Choices**

To change your PIN or log into another account.

**3 - Change PIN**

**5 - Log Into Another Account**