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Member Audio Response System (MARS)

With MARS, members can access their Credit Union accounts 24 hours a day, 7 days a week, with a touch-tone telephone. MARS is easy, convenient, and best of all, it's free! Below is a listing of information found in MARS:

Account Options

- Balances
- History / Activity
- Cleared Checks (Share Draft)
- Investment / Tax Information
- Loan Payoff
- Dividend Inquiry

Monetary Transactions

- Share to Share Draft Transfers
- Share Draft to Share Transfers
- Loan Payments
- Share to Club Accounts
- Withdrawal Checks

Loan Rates and Savings Yields

Not only can MARS inform you of the Credit Union's current savings yields, but up-to-date loan rates are also available.

Pin Changes

When using MARS, your personal identification number (PIN) is the last four digits of your Social Security Number. On your initial system access, your PIN should be updated. Remember, your PIN is strictly confidential and may be changed at any time.

Mars Example

Dial MARS at 305.325.1380 or toll-free at 1.888.348.MARS (6277)

MARS Welcome to the credit union Member Audio Response System. To access your account, press 1

Member Press 1

MARS Please enter your account number followed by the # sign

Member Enter your share draft account number (ex. 12345#)

MARS Enter your Personal Identification number (PIN), followed by the # sign

Member Enter your MARS PIN (ex. 6789#)

MARS Menu Begins

MARS For checking account, press 1

Member Press 1

MARS For a balance and amount available, Press 1

Member Press 1

MARS Your Share Draft account balance is (ex.\$325.25). Amount available is (ex.\$325.25)

Member Press * to return to the main menu or hang up to end the call.

Helpful Hints for Using MARS

1. You must have a touch-tone telephone to use MARS. Call 305.325.1380 or toll free at 1.888.348.MARS.
2. Always use your primary share account number to enter the system.
3. You do not have to use decimal points when entering transaction dollar amounts. When entering \$25.00 just enter 2500#
4. When asked to enter the account suffix, use your pocket guide or listen carefully and MARS will provide the list for you.
5. For security purposes, be sure to change your PIN on the initial access to MARS.