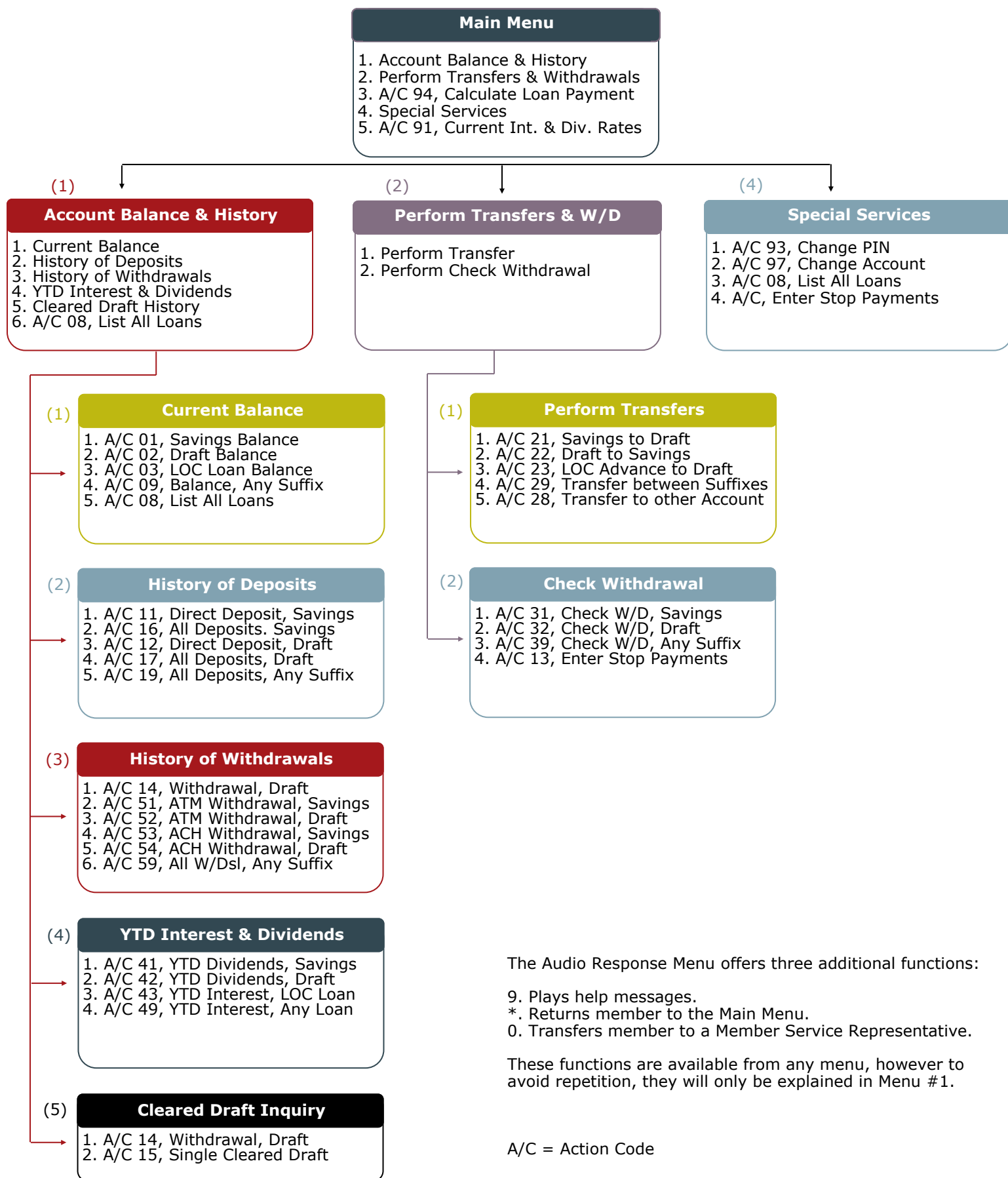


Audio Response Flow Chart



The Audio Response Menu offers three additional functions:

- 9. Plays help messages.
- *. Returns member to the Main Menu.
- 0. Transfers member to a Member Service Representative.

These functions are available from any menu, however to avoid repetition, they will only be explained in Menu #1.

A/C = Action Code