

S.T.A.R. System

Account information is just a phone call away. With a touch-tone phone and some key information, you can have complete access to your Sharefax Accounts.

Things to Remember – These codes can be used anywhere within the STAR System:

#	Pound key - this key is used to complete each entry and accepts transactions
*	Decimal - The Asterisk key is used as a decimal point in financial transactions. (Not required in even dollar transactions)
* #	Press the Asterisk and Pound key for General Help or to Repeat the Last Spoken Message
0 #	Press Zero and the Pound key to cancel a transaction, or to end the call and get a reference number
*0#	Press the Asterisk , Zero , and the Pound key to Transfer to the Operator (during normal business hours)

List of Available Share/Account Codes (same as the suffix number from your statement)
You may have more than 1 of each type of account: for example, you may have 3 regular savings accounts. In order to access these other accounts, simply use the suffix number as the account code. You can find the suffix number on your statement.

1 # Regular Savings Account

4 # Maximizer Savers Account

7 # Vacation Club Account

8 # Checking Accounts

9 # Christmas Club Account

15 # Champion Club Account

(Share number plus the # sign will take you to the designate account)

Shortcuts for the Most Frequent Transactions

All account transactions start out the same:

1 #, Account Number #, PIN #, followed by a Transaction Code or Shortcut Code Below

Shortcut Transfer Codes:

87# Quick Transfer from Regular Savings to Regular Checking

81# Share to Share Transfer

82# Share to Loan Transfer

85# Loan to Share Transfer

86# Member to Member Transfer

Shortcut Balance Inquiries:

11# Regular Savings Inquiries

14# Maximizer Savers Inquiries

17# Vacation Club Inquiries

18# Regular Checking Inquiries

19# Christmas Club Inquiries

Loans (Suffix 1 would be) **21#**

Loans (Suffix 8 would be) **28#**

How to use the S.T.A.R. System

Call the S.T.A.R. at **(513) 753-2445** or toll-free from outside the Cincinnati Area at **(888) 943-STAR(7827)**

S.T.A.R. gives you the following options:

1 #	for Account Transactions Enter your basic Sharefax Account Number without the suffix and check digit (ex. 12345 not 1234506) followed by the # Pound key Enter your PIN followed by the # Pound key Enter a Transaction Code (listed below)
2 #	for Checking, Share, Certificate and Loan Rates 1 # for Share, IRA, or Certificate Rates 1 # for Share Rates 2 # for Checking Rates 3 # for IRA Rates 4 # for Certificate Rates 2 # for Loan Rates 1 # for New Vehicle Rates 2 # for Used Vehicle Rates 3 # for Signature and Line of Credit Rates 4 # for Credit Card Rates 5 # for Mortgage Loan Rates 6 # for Other Loans

Available Transaction Codes

1 #	for Share/Checking Account Balances
2 #	for Loan Balances
3 #	for Account Transfers 7 # Regular Savings to Regular Checking 1 # Share to Share 2 # Share to Loan 5 # Loan to Share 6 # Member to Member (if authorized)
4 #	for Account History or for Cleared Checks 1 # Last 5 Checking Transactions 2 # to hear Checks that have cleared 1 # to Search for a specific check 2 # to hear the last 5 checks that have cleared 3 # Other Share Transaction History Enter Share Number #; 1 # Last 5 History Transactions 2 # Last 5 Deposits 3 # Last 2 Payrolls 4 # Last 5 ATM/Debit Transactions 4 # Loan History
5 #	for Check Re-Ordering & Stop Payments 1# Check Re-Orders 2# Stop Payments
6 #	for Share Withdrawal by Check or Line of Credit Advance by Check 1 # Share Withdrawal by Check 2 # Line of Credit Advance by Check
8 #	for ATM/Debit HotCarding, or to Report a Lost or Stolen Credit Card 1 # ATM/Debit Card HotCarding 2 # Report a Lost or Stolen Credit Card
9 #	for Other Services (including PIN Changes) 1 # to Request a Brochure 100 # to request a Sharefax Credit Union Brochure 101 # to request a Credit Card Application/Brochure 102 # to request an ATM Card Application/Brochure 103 # to request a S.T.A.R. System Brochure 104 # to request a Convenience Services Brochure 105 # to request an Investment Accounts Brochure 106 # to request a Consumer Loans Brochure 107 # to request a Real Estate Brochure 108 # to request a Sharefax-Online Authorization Form/Brochure 2 # for Year-To-Date Dividends and Interest Totals 1 # for the Previous Years Information 2 # for the Current Years Information 3 # for Certificate Inquiries 4 # to Switch to Access a New Account/Member Number 5 # for PIN Changes Enter New PIN; listen to verify; then # if correct or 0# to cancel