



Do Good. Bank Better.™

Magic*Touch

24 hour Audio Response Telephone Service

Magic*Touch.

Free, 24-hour audio response telephone service

[\(904\) 777-6001](tel:(904)777-6001) or [1 \(800\) 235-6289](tel:1(800)235-6289) (toll free)

(TDD Service for hearing and speech impaired [\(904\) 908-2420](tel:(904)908-2420) or [1 \(888\) 529 6289](tel:1(888)529-6289) (toll free))

The Magic*Touch Menu will allow you quick access to the information you need to help you perform transactions and inquiries on the system. In addition, a Magic*Touch voice will easily assist you through the process, step-by-step, if you don't have the Magic*Touch written information at hand.

Getting Started:

Have your **Member Number** and **PIN** (*your Magic*Touch Pin, not your debit card PIN*) ready. At any point, if you want to:

- Transfer to a VyStar Member Service Representative - Press 0
- Return to the Previous Menu - Press 9
- End your call - Press #

If you do not have a Personal Identification Number (PIN) or your Member Number, contact VyStar's Call Center at [\(904\) 777-6000](tel:(904)777-6000) or [1 \(800\) 445-6289](tel:1(800)445-6289), option 1 or visit a [branch](#).

Magic*Touch Menu Information

1

Account Information

- 1- Checking, Money Market Checking
- 2- Savings, Money Market Savings, IRA
- 3- Loans
- 4 - Certificates
- 5- Credit Cards

2

Transfer funds between your VyStar Accounts

TRANSFER FUNDS FROM:

- 1 - FROM Checking or Money Market Checking
- 2 - FROM Savings or Money Market Savings
- 3 - FROM Home Equity or Sig Line of Credit

TRANSFER FUNDS TO:

- 1 -TO Checking or Money Market Checking
- 2 -TO Savings or Money Market Savings
- 3 -TO Loan
- 4 - TO VyStar VISA Card

3

Make a VyStar payment using an account at another financial institution

4

Estimated loan payments

- 1 - Consumer Loan
- 2 - Mortgage Loan
- 3 - Other Loan

5

Re-order checks

6

Change PIN on your card

7

ATM Card Maintenance

- 1- Cancel ATM Card

ATM CARD STATUS

- 1, 1 - Lost
- 1, 2 - Stolen
- 1,3 - Close

0

Speak to a Member Service Representative



P.O. Box 45085 |
 Jacksonville, FL 32232
 904-777-6000 | 800-
 445-6289

