

Text Command	Command Descriptions	Sample Text Response
BAL	Check balances	Acct **8010 SAV-8199: \$30.15 Acct **9952 SAV-8199: \$300.15 CHK-001: \$3000.15
HIST	Transaction History	CHK-01 10/10 DEP: \$100.00 10/09 XFR W/D: \$225.40 10/09 W/D: \$500.00 10/09 DEP: \$856.99 10/08 W/D: \$7.00
LIST	List of Accounts. The response will provide a list of accounts and their respective suffix. For example, Acct ending with 9952 as shown to the right has a Savings Account. The suffix for this account is 00.	Acct **9952 00: SAV 01: CHK 20: LOAN 21: LOAN 22: LOAN Acct **8010 8199: SAV 8347: SAV 2970: CHK 5090: LOAN
LOAN Note Type in loan and suffix For example: LOAN 22 (space between LOAN and 22)	Loan Information such as balance, minimum payment due, and available credit	Acct **9952 LOAN-22 Balance: \$1,400.48 Available Credit: \$0.00 Min Payment: \$41.69 Date Due: 01/10
STOP	To stop receiving text messages	Sprig by CO-OP: You have stopped Sprig Text Banking. You will receive no further messages. Reply HELP for help. For help call 866 698-8896.
HELP	Request help for text banking	Sprig Text Banking: 1msg/query. Reply STOP to cancel. Msg & data rates may apply. Info 866 698-8896. Text CMD for help with commands.
CMD	Provides list of commands in text banking	BAL: available balances HIST <suffix>: history LIST: list suffixes LOAN <suffix>: loan info Reply HELP for help, STOP to cancel

Text notifications you will receive:

Notification/Issue	Text Response
Welcome Message/ Verification Code Message	Welcome to Sprig by CO-OP Text Banking! Your verification code is 188696. Reply STOP to stop the text banking services feature
Mobile number not validated Note <i>If you are not registered for Sprig text banking, go to getsprig.com to register.</i>	You have not registered for this service.
Short text command not recognized	Sorry, the command "XYZ" is not recognized. Text CMD for a list of text banking commands.
Sprig Technical Issues	Sorry, we are unable to process your request.
Account Locked	Sorry, we are unable to process your request.
Account Blocked	Sorry, we are unable to process your request.
Mobile Number not activated	Please validate your mobile number to use the text banking service.
Suffix Not Found	Sorry, specified suffix does not exist. Example: "#CMD# 10" Text LIST for list of account suffixes.