

CU Talk Quick Reference Guide

866.445.9828, Option 1



Important CU Talk Upgrade Notice

In an effort to better serve you, we are upgrading our free 24-hour telephone banking system, CU Talk, with voice recognition and new menu options on **Tuesday, February 16, 2021**.

PLEASE NOTE: To verify your identity, the first time you call CU Talk on or after February 16, you will need to enter your account number, followed by your social security number and other identifiable information. You will then be prompted to select a new access code number between 4 and 15 digits.

How to Use CU Talk

- Call **866.445.9828**, and press **1**
- Follow the menu prompts
- Enter your account number and access code

Please listen carefully when you call-in as the menu options have changed. Rest assured that the new CU Talk is very user-friendly, and you will be able to navigate the new system by simply following the menu prompts.

NEW MENU OPTIONS

1 Account Balance

Check the balances on all of your accounts.

2 Account History

Check transaction history on your accounts.

3 Transfer Funds or Make a Payment

- 1 - Transfer Funds
- 2 - Make a Cross Member Transfer
- 3 - Schedule a Transfer
- 4 - Schedule a Cross Member Transfer
- 5 - Make a Payment
- 6 - Hear Existing Scheduled Transfers

4 Share or Loan Withdrawal

Request a withdrawal from your account.

5 Activate a Card

Activate a new ATM, Debit, or Credit Card.

6 More Options:

- 1 - Stop Payment
- 2 - Change Access Code
- 3 - Future Dated Transactions
- 4 - Loan Payoff Information

CU Talk's default is touch tone, but you may press 8* to use Voice Recognition any time during the call.

CU TALK QUICK TIPS

Voice Recognition — Press 8*

Main Menu — Press 3*

Return to Previous Menu — Press * key