

CU Talk Quick Reference Guide

866.445.9828, Option 1



CU Talk allows members to access their account information through any touch-tone phone. This free, automated voice system is available 24/7.

How to Use CU Talk

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

PLEASE NOTE: To verify your identity, the first time you call CU Talk, 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.

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.

4 Share or Loan Withdrawal
Request a withdrawal from your account.

2 Account History
Check transaction history on your accounts.

5 Activate a Card
Activate a new ATM, Debit, or Credit Card.

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

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