

# CU\*Talk

## user guide

KCCU's CU\*Talk phone banking service is designed with ease of use in mind. Keep these codes handy for quick reference. Simply follow the prompts below and enter your information with the telephone keypad.

CU\*Talk phone number: **269.968.0786 or 800.245.3287**. After dialing into the system, you will enter your member number followed by the # key. You will then be prompted to enter your Personal Identification Number (PIN), also followed by the # key.



### 1 ACCOUNT INQUIRIES

#### 1 ACCOUNT BALANCES

- 1 All Accounts
- 2 Specific Accounts

#### 2 CLEARED CHECK INFO

Enter 3 Digit Account Suffix, then number 2

- 1 Last 10 Checks
- 2 Specific Check

#### 3 RECENT TRANSACTIONS

Enter Account Suffix, then number

- 1 Last 5 Deposits
- 2 Last 5 Withdrawals
- 3 Last 5 ATM/Debit Card Transactions
- 4 Last 5 Transactions

#### 4 PAID INTEREST/DIVIDEND INFO

- 1 Total Previous Year  
IRS Reported Div/Int
- 2 Div/Int Paid – All Accounts
- 3 Div/Int Paid – Specific Account
- 5 Access Different Account Number

#### 5 STATUS OF LOAN ACCOUNTS

- 1 All Loan Accounts
- 2 Specific Loan Account
- 5 Access Different Account Number

#### 6 PERFORM MONEY TRANSACTIONS

- 1 Transfer Funds
- 2 Transfer to Another Member Account
- 3 Request a Check
- 5 Access Different Account Number

### 2 PERFORM MONEY TRANSACTIONS

#### 1 TRANSFER FUNDS

#### 2 TRANSFER TO ANOTHER MEMBER ACCOUNT

#### 3 REQUEST A CHECK

#### 5 ACCESS DIFFERENT MEMBER ACCOUNT

### 3 CU RATES/LOAN ESTIMATES

#### 1 CURRENT SAVINGS APY

#### 2 CERTIFICATE APY

#### 3 CURRENT LOAN RATES

#### 4 PERFORM LOAN ESTIMATE CALCULATOR

- 1 Loan Payment
- 2 Loan Term
- 4 Request a Loan App to be Mailed
- 5 Request a Loan Officer to Call

### 4 CHANGE PERSONAL IDENTIFICATION NUMBER

To change your CU\*Talk PIN, follow prompts.

### 5 ACCESS DIFFERENT MEMBER ACCOUNT

To review a different account, follow prompts.

### 6 OTHER CU SERVICES

#### 1 STOP PAYMENT ON CHECK

#### 4 REQUEST A LOAN APP TO BE MAILED

#### 5 REQUEST A LOAN OFFICER TO CALL

#### 6 CU LOCATIONS/HOURS

#### ALL MENUS

- Press **8** to repeat options
- Press **9** to end call
- Press **\*** at any time to return to the previous menu

#### COMMON ACCOUNT SUFFIXES

Regular Saving Account	000
Checking	030
Money Market Plus	040

