

CU* TALK TOUCH TONE TELLER INSTRUCTIONS

You will need your account number and PIN (Personal Identification Number) to use this service.

For new members: Use the temporary PIN that you received from an ICCU employee when setting up your account. You will be asked to change your PIN once logged-in for added security. Expect a message that says "Your PIN has expired" and be ready enter a four digit number.

PIN Notes: Choose your PIN carefully and avoid using the last four digits of your Social Security number, or a number easily identified like your birth date, etc. Existing members who have not used the service must call the credit union (during business hours) to have their account activated.

CU* TALK LOGIN INSTRUCTIONS

1. Call 1-877-557-0547
2. Enter you account number
3. Push the # (pound key -- lower right corner, below #9).
4. Enter your Personal Identification Number (PIN)
5. Push the # (pound key).
Note: For security, if it has been 60 days since your account open date (or last use of the touch-tone system), you will need to contact ICCU to have your account activated before you will be able to use the touch-tone system.
6. You must change your PIN on your initial login
7. You will hear a message telling you your PIN has expired, please choose a new four digit number.
8. Enter your new 4-digit PIN and confirm it with the # (pound) key.
9. Do not use the last four digits of your SSN as your PIN.
10. Follow the menu options to navigate the system.

Hint: After the Main Menu, press * at any time to return to the previous menu.

COMMON ICCU ACCOUNT SUFFIXES

Share/Savings.....000
Share Draft/Checking.....070
Easy Access Loan.....680



If you have any problems, or need further assistance, we are here to help! (989)773-5927