



# iTalk

## Automated Phone Service



### **iTalk** Automated Phone Service

Eagle Federal's enhanced automated phone service, iTalk, provides account access 24 hours 7 days a week. With added features, you can do more over the phone, from anywhere in the world! User-friendly menu options are designed to maximize ease of use and even walk you through set up. All you need to do is call!

### **iTalk Features:**

- **Secure Access**
- **24/7 Availability**  
*Access your accounts via iTalk 24 hours 7 days a week*
- **Account Balances**  
*Check the balances of all your Eagle accounts*
- **Account History**  
*Access account activity history from different accounts*
- **Funds Transfer**  
*Move funds from one account to another within the same member's list of accounts*
- **Internal Loan Payments**  
*Schedule payments in addition to making single one-time payments*
- **Share Withdrawals**  
*Withdraw funds by check from Shares*
- **Card Services**  
*Activate, block, or re-order Debit and Credit cards*

## iTalk Enrollment

### Step 1: Call the Credit Union

First you will need to **CALL** the credit union at **1(888)281-8485** or **(225)927-1900**. **PRESS 1** to be connected to iTalk, the enhanced Automated Phone Service.

### Step 2: Follow the Prompts

Follow the prompts to enroll in iTalk Automated Phone Service. Member sensitive information will be required to enroll.

## Menu Options

### MAIN MENU

#### PRESS 1 - Account Balance

- Savings Account  
*current balance, available balance*
- Loan Account  
*current balance, next payment, past-due amount*

#### PRESS 2 - Account History

- Savings Account  
*lists ID, current balance, transaction type, transaction amount, transaction date (history records played 5 at a time)*
- Loan Account  
*lists ID, current balance, transaction type, transaction amount, transaction date. Also provides options to search based on specific amount or amount range.*

#### PRESS 3 - Funds Transfer Activities

- Transfer Funds Immediately
- Schedule a Funds Transfer
- Payments  
*Make an Immediate Payment or Schedule a Payment*
- Hear Existing Scheduled Transfers
- Delete an Existing Transfer

#### PRESS 4 - Share or Loan Withdrawal

#### PRESS 5 - Card Services

- Activate a card
- Deactivate or Report a Card Lost or Stolen
- Reorder a card

#### PRESS 6 - Merchant Check Verification

#### PRESS 7 - Account Management

- Stop Payment Activities  
*Stop a Payment or make a Stop Payment inquiry*
- Change Access Code
- Future Dated Transactions  
*Hear ACH transactions and existing Scheduled Transfers*

## iTalk FAQ

### Entering your Account Number and PIN

Your Account number is the same as your Member Number. Enter the account number when prompted, then wait for the Access Code prompt before entering your Access Code.

### How do I change my Access Code (PIN)?

To change your Access Code, it can be any 6-8 digit number and must be different than the Access Code previously used. For security reasons, your Access Code will expire every 120 days and the reuse of Access Codes is not permitted.

**MAIN MENU – Press 7 for Account Management, then press 2 to change your Access Code.**

### How do I get my account balance?

Balance information is available in the Account Balance option. For Savings and/or Checking accounts, it will provide the current and available balances. For Loans, it will provide balance and payment information.

**MAIN MENU – Press 1 for Account Balances, then press 1 for Savings Account Balance or 2 for Loan Account Balance.**

### How do I active my debit card?

**MAIN MENU – Press 5 for Card Services, then press 1 to activate. Enter additional verification requirements if prompted.**

### How do I find out which checks or deposits have cleared?

With iTalk, you can hear the entire history including deposits, withdrawals, and checks or you can narrow your search to just the items you want, like deposits, withdrawals, or ATM transactions. You can also search by date(s), amount/amount range, or check numbers.

**MAIN MENU – Press 2 for Account History.**

### How can I transfer funds?

You can perform an immediate transfer of funds or you can schedule a future transfer. Transfers can be done just one-time, monthly, once every two weeks, semi-monthly (on two specific dates) or every week. You can also listen to any transfers you set up for future dates or delete them.

**MAIN MENU – Press 3 for Transfers, then press 1 for a one-time only transfer. Listen for other options**

### Can I have a check mailed to me?

Yes. You can perform Share or Loan withdrawals through iTalk. Check withdrawals requested after 1:00PM or on non-business days will be processed on the next business day.

**MAIN MENU – Press 4 for Share or Loan Withdrawal**

### Do you have function keys?

**Press 0: Transfers to Service Representative**

**Press \*: Returns to Previous Menu**

**Press #: Repeats Menu or Option**