

Preferred Credit Union makes it possible for you to have direct access to your credit union account with just one phone call.

CU*Talk Lets You Perform Numerous Transactions Like...

Review account balances, verify date and amounts of your transactions, including deposits, withdrawals, transfers and, verify cleared checkings, transfer funds, and more.

CU*Talk Guides You Through Each Step!

1. Using your phone, call: 1-800-328-4131

2. You will be asked to enter your member number. Then press the # key. Next, you will be prompted to punch in your Personal Identification Number (PIN). Enter your PIN and press the # key.

Be careful - if you enter the PIN incorrectly three times, your PIN will be disabled. You must contact the credit union directly for reactivation.

3. **First Time User** - Ask a Member Service Representative for your temporary PIN. For security purposes, after you enter the system, you will be prompted to change your PIN.

4. From this point on, the CU*Talk procedure will vary depending on the transactions you wish to complete. CU*Talk will guide you through each step

*Hint: This first set of options includes a brief tutorial (press "0") with tips and hints for using the system. You can press * to return to the main menu at any time.*

Suffixes can be verified via account statements, or online banking. Certificate and loan codes are printed on your statement.

When entering dollar amounts, decimals are not required. For example, you would enter \$25.00 as 2500.

5. When you have finished your last transaction, simply hang up the phone.

Receive banking information in a convenient way by texting your credit union at IM247 (46247)! Stay informed with real-time text alerts.

With Text Banking You Can...

- Send a text message command and receive text message replies regarding your balances
- Enroll in E-alerts and receive notices regarding account balances, ACH deposits and withdrawals, or when a payment is due

Text Banking Commands

The following are Text Banking command examples and their responses. These commands can be sent to IM247 (46247).

{nick} : a custom 1-6 character credit union nickname assigned within It'sMe247.

{#} : a predefined 3-digit account suffix

BAL *Balance for up to three savings or checking accounts*

BAL {nick} *Balance for up to three savings or checking accounts, where {nick} is a custom 1-6 character credit union nickname assigned within ITsME247.*

BAL {#} *Balance for a specific account, where {#} is the 3-digit account suffix*

BAL {nick} {#} *Balance for a specific credit union and account combination*

STOP *Turns off all text banking*

STOP {nick} *Turns off text banking for a specific credit union account*

HELP *The customer service number*

(Be sure to leave a space between commands)

To Get Started

Desktop

1. Enroll in Text Banking by clicking on the "Go Mobile" button on the It'sMe247 toolbar.
2. Then select Text Banking Home to access the enrollment screens.
3. After enrollment, text commands to IM247 (46247).

Mobile App

1. Enroll in Text Banking by tapping the "More" option on the bottom toolbar in the Preferred Mobile App.
2. Then scroll down and tap 'Text Banking'.
3. Tap 'Start Enrollment' and follow the screen prompts
4. After enrollment, text commands to IM247 (46247).