



QUICK REFERENCE GUIDE

As of February 13, 2019, WWFCU will be using iTalk™ as its new phone banking system. Please listen carefully to all of the menu options the first few times you use it, because they've changed.

iTalk is a next generation phone banking system that offers interactive voice response, voice recognition, easy-to-use menus and access to an array of banking services – right at your fingertips!

How to Access iTalk

Dial 877-44WWFCU (877-449-9328), follow the menu prompts and then enter your account/member number and access code.

Quick Tips

- Press 8* to use voice response
- Press # to repeat an option
- Press * to return to the main menu
- Press 0 to be connected to our main phone number
- To end iTalk phone banking, just hang up!

1 Press or Say 1

Funds Transfer/Make a Payment Menu

- Press 1 to transfer funds immediately
- Press 2 to make immediate cross member transfer
- Press 3 to schedule a funds transfer
(will give option list of how often)
- Press 4 to schedule cross-member transfer
(will give option list of how often)
- Press 5 for payments
- Press 6 to hear existing scheduled transfers
- Press 7 to delete an existing transfer

2 Press or Say 2

Account History Menu

(Options may differ if you don't have certain accounts)

- Press 1 for Savings Accounts *(Prime Savings, Second Savings, Youth, Money Markets)*
- Press 2 for Checking Account
- Press 3 for Club Accounts *(Vacation/Christmas)*
- Press 4 for Share Certificates and IRAs
- Press 5 for Loans
- Press 6 for Credit Cards

3 Press or Say 3

Account Balance Menu

(Options may differ if you don't have certain accounts)

- Press 1 for Savings Accounts *(Prime Savings, Second Savings, Youth, Money Markets)*
- Press 2 for Checking Account
- Press 3 for Club Accounts *(Vacation/Christmas)*
- Press 4 for Share Certificates and IRAs
- Press 5 for Loans
- Press 6 for Credit Cards

4 Press or Say 4

Change Your Access Code

- Press 1 to hear your access code once you've changed it
- Press 2 to not hear your access code and to go back to the Main Menu

5 Press or Say 5

Stop Payment Menu

- Press 1 to stop payment on a specific check number
- Press 2 to stop payment on a check range
- Press 3 for stop payment inquiry

6 Press or Say 6

Credit Union Information Menu

- Press 1 for business hours
- Press 2 for ATM locations

7 Press or Say 7

Future Dated Transactions Menu

- Press 1 for Savings Accounts *(Prime Savings, Second Savings, Youth, Money Markets)*
- Press 2 for Checking Account
- Press 3 for Club Accounts *(Vacation/Christmas)*
- Press 4 for Loans
- Press 5 for Credit Cards