



iTalk

Automated Phone Service
855-780-6179

NorState's TellerPhone Service
has upgraded to **iTalk**

iTalk *Automated Phone Service*

NorState Federal Credit Union'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 account via iTalk 24 hours 7 days a week.*
- **Account Balances** *Check the balances of all your NorState Accounts.*
- **Account History** *Access Account activity history from different Accounts.*
- **Funds Transfer** *Move funds from one account to another within the same member's Accounts.*
- **Internal Loan Payments** *Schedule payments in addition to making single 1-time payments.*
- **Share Withdrawals** *Withdraw funds by check from Shares.*



iTalk Enrollment

Step 1: Call the Credit Union

First you will need to **CALL** your Local Number: **LOCAL NUMBER EXCHANGE LISTINGS ON PAGE 4**
Madawaska: 1 (207) 436-6106. Press 2 for speech recognition, or listen to menu options.
Van Buren: 1 (207) 484-4000. Press 2 for speech recognition, or listen to menu options.
Presque Isle: 1 (207) 554-1003. Press 2 for speech recognition, or listen to menu options.
TOLL FREE 1 855-780-6179.

Use this number only if you are not listed in the local number exchanges (see listing on page 4)

Step 2: Follow the Prompts

Follow the prompts to enroll in iTalk Automated Phone Service or to acquire Account information.

iTalk PIN or Access Code

Step 1: Call the Credit Union

First you will need to **CALL** your local iTalk number (see above). If your area of service is not listed, call the 855 number.

Step 2: Create Pin

Enter your Member Number - This is your account number
Enter your Social Security or Tax I.D. Number
Enter your NEW 4-digit PIN Number
ReEnter your PIN to verify

Step 3: Account Access

Press 1 to hear your new PIN
Press 2 to continue to Main Menu

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 PIN prompt before entering your PIN.

How Do I Change my PIN (Access Code)

To change your PIN, choose a different 4 digit number (must be different than the PIN previously used). Main Menu - Press 4 for Account Management, Press 2 to change your PIN (Access Code).

How do I find out which Checks or Deposits have Cleared?

With iTalk, you can hear the entire Account History (Press 2 on Main Menu) 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.



iTalk Options

You will be prompted to Press 1 for touch tone or Press 2 for Voice activation.

Main Menu

Press 1 - Account Balance

Enter Your Account Number, followed by your PIN. Next enter your date of birth by pressing MMDDYYYY. Select from the options to inquire about Account balance.

Select 1 - Checking

Select 2 - Savings

Select 3 - Share Certificates or Individual Retirement Accounts

Select 4 - Loan

Select 5 - Credit Card

Press 2 - Account History

Enter Your Account Number, followed by your PIN. Next enter your date of birth by pressing MMDDYYYY. Select from the options to inquire about Account history.

Select 1 - Checking

Select 2 - Savings

Select 3 - Share Certificates or Individual Retirement Accounts

Select 4 - Loan

Press 3 - Funds Transfer

Enter Your Account Number, followed by your PIN. Next enter your date of birth by pressing MMDDYYYY. Select from the options to inquire about Funds Transfer.

Select 1 - Transfer Funds Immediately

Select 2 - Schedule Funds Transfer

Select 3 - Payments

Select 4 - Hear Existing Scheduled Transfer

Select 5 - Delete an Existing Transfer

Press 4 - Account Management

Enter Your Account Number, followed by your PIN. Next enter your date of birth by pressing MMDDYYYY. Select from the options to inquire about Funds Transfer.

Select 1 - Stop Payment Activities

Select 2 - Change PIN

Select 3 - Future Dated Transactions

At anytime during the call you may:

Press 1* - For Assistance

Press 3* - For Main Menu

Press (#) - To Repeat Menu Options

Press (*) - To Hear Previous Menu

Press 8* - To Use Voice Recognition

Press 9* - To Change Account Number



iTalk *Local Exchange Directory*

Step 1: Check the list below for your telephone or cell phone exchange. Please NOTE: even if you are away or out of area, and calling on your cellular device, you must still use your LOCAL iTalk number listed here.

Madawaska Locals iTalk number DIAL 436-6106

Covers anyone calling from these locations:

- i. Madawaska - 316, 436,728,
- ii. Frenchville - 543,
- iii. Grand Isle - 895,
- iv. Edmundston,NB (506) - 223,253,254,353,733,735,736,737,739,740

Van Buren Locals iTalk number DIAL 484-4000

Covers anyone calling from these locations

- i. Van Buren – 484,868
- ii. Limestone – 325,328,999
- iii. Caribou – 492,493,496,498
- iv. New Sweden – 896
- v. St. Leonard,NB (506) – 390,421,423,824

Presque Isle Locals iTalk number DIAL 554-1003

Covers anyone calling from these locations:

- i. Presque Isle - 227,540,551,554,760,762,764,768,769
- ii. Mars Hill – 425,429
- iii. Ashland – 435
- iv. Washburn – 455
- v. Fort Fairfield – 472,473,476
- vi. Easton – 488

