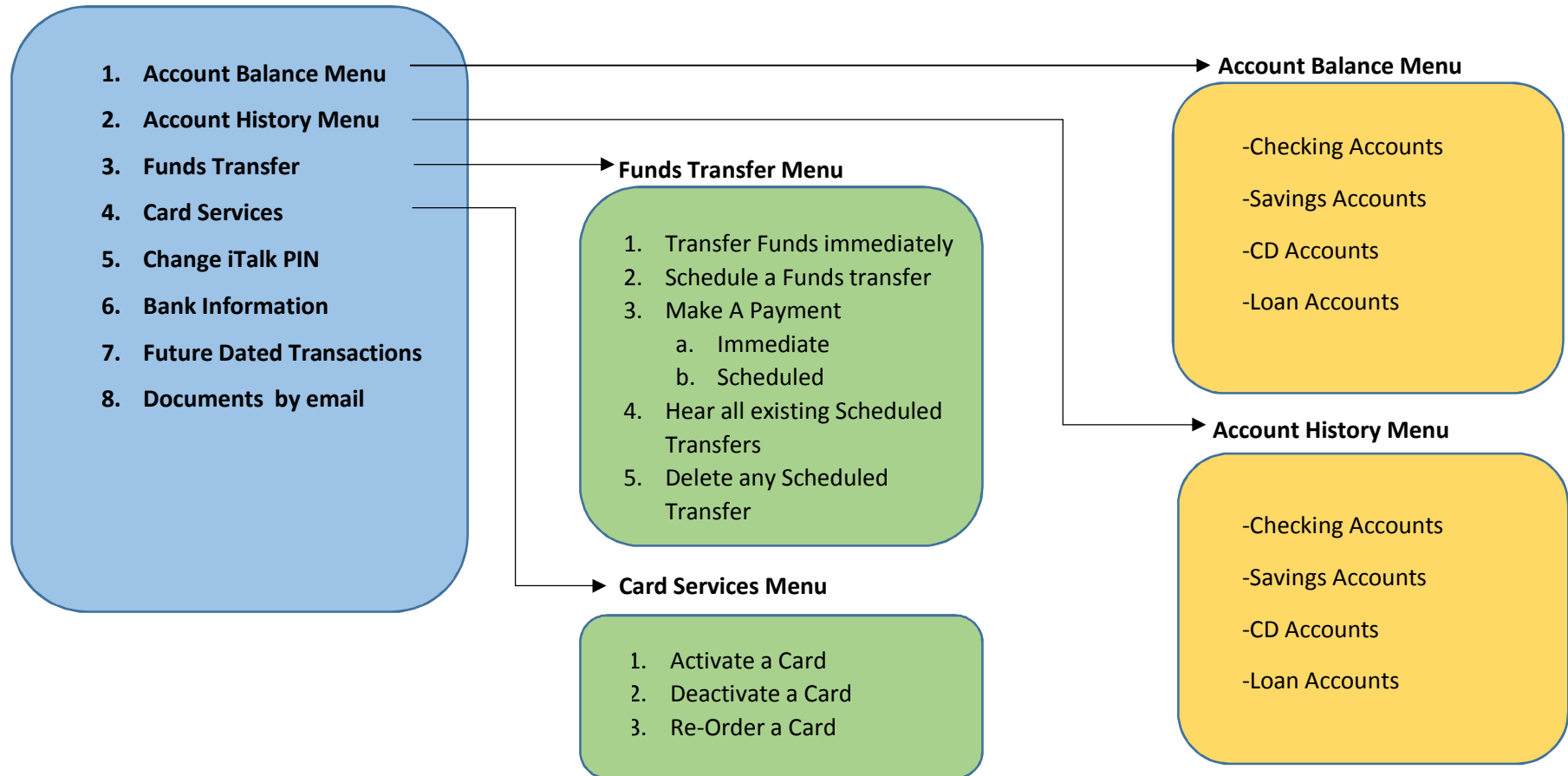


ITalk Main Menu



Global Commands

Operator (0)
Speech (8*)
Help Menu (1*)
Main Menu (3*)
Go Back (*)
Skip (5*)
Repeat (#)
Hang up (7*)

Key Notes

- First time callers without a PIN must enroll using their account number, SSN, and date of birth
- New accounts uploaded are not available until the next business day
- A new caller has 60 days to access telephone banking for the first time before their telephone banking access expires.
- Documents by email allows for the customer to receive a snapshot of account activity sent to their email address on file (does not apply to loan accounts)