

## CUSATALK III – Call Flow for (ET)

**Note: Make sure when the system prompts for a suffix, enter 2 character suffix without “#” sign. If you are unsure of suffix to enter, use the “#” to list.**

Phone 213-217-5724 or 866-945-6719 (toll free)

**MEMBER LOGIN** - Press “1” if you are a member, enter account number # and PIN #

**MAIN MENU** - press \* to return to the previous menu at any time. Please note pressing 9 will exit the system and hang up.

**Press “1”** for Account Information (histories, balances, etc)

**Press “2”** for Transfers

**Press “3”** for Payments

**Press “4”** for Account Balances + Tax Info

**Press “5”** for Check Withdrawals

**Press “6”** for all other Transactions

### **MAIN MENU OPTION 1 - ACCOUNT INFORMATION**

Press “1” for Share Drafts

Press “2” for Shares

Press “3” for Loans

Press “4” for Certificates

Press “5” for IRA’s

#### **ACCOUNT INFO. OPTION 1 – SHARE DRAFT HISTORY**

Press “1” for last 5 transactions

Press “2” for Cleared Draft menu

Press “3” for all other transactions

#### **ACCOUNT INFO. OPTION 2 – SHARE HISTORY**

Press “1” for last 5 transactions

Press “2” for all other transactions

#### **ACCOUNT INFO. OPTION 3 – LOAN HISTORY**

Press “1” for Personal Loans

Press “2” for Line of Credit or Home Equity

Press “3” for Mortgage Loans

#### **ACCOUNT INFO. OPTION 4 – CERTIFICATE HISTORY**

Press “1” for last 5 transactions

Press “8” to return to Main Menu

#### **ACCOUNT INFO. OPTION 5 – IRA HISTORY**

Press “1” for last 5 transactions

Press “2” for last 5 contributions

Press “3” for last 5 distributions

Press “4” for all other information

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### **MAIN MENU OPTION 2 - TRANSFER**

Press “1” for Share to Share Draft  
Press “2” for Share to Share  
Press “3” for Share Draft to Share  
Press “4” for Share Draft to Share Draft  
Press “5” for Transfer to another member  
Press “6” for advances

### **MAIN MENU OPTION 3 - PAYMENT**

Press “1” for Loan Payment  
Press “3” for Payoff Amounts

### **MAIN MENU OPTION 4 - ACCT BAL + TAX INFO**

Press “1” for all Share Balances  
Press “2” for all Loan Balances  
Press “4” for Tax Information on Shares  
Press “5” for Tax Information on Loans

### **MAIN MENU OPTION 5 - CHECK WITHDRAWAL**

Press “1” for withdraw from Share Draft  
Press “2” for withdraw from Share  
Press “3” for withdraw from Line Of Credit

### **MAIN MENU OPTION 6 – OTHER TRANSACTIONS**

Press “1” to change your password  
Press “2” to report Lost or Stolen card  
Press “3” to activate an ATM or Debit Card  
Press “4” for all other transactions

#### **ALL OTHER TRANSACTIONS. OPTION 4 – OTHER TRANSACTIONS**

Press “1” Loan Calculator

#### **Account Suffix Conversion Table**

A = 21 Savings (Shares)	9 = 19 Checking (interest bearing) (Share Draft)		
B = 22 Savings (Shares)	0 = 10 Checking (non-interest bearing) (Share Draft)		
C = 23	J = 51	Q = 77	X = 92
D = 31	K = 52	R = 72	Y = 93
E = 32	L = 53	S = 73	Z = 99
F = 33	M = 61	T = 81	
G = 41	N = 62	U = 82	0 = 10 Checking (interest bearing) (Share Draft)
H = 42	O = 63	V = 83	1 = 11 Money Market
I = 43	P = 71	W = 91	9 = 19 Checking (non-interest bearing)(Share Draft)