

Quick Reference Guide

888-960-2265(BANK)

Local iTalk number: 843-657-1111



THE CITIZENS BANK

Solid Traditions. Smart Solutions.



Please listen carefully as the menu options will change. iTalk helps make your financial management easier and convenient. Obtain your checking or savings account balances, make loan payments, transfer funds, place a stop payment on a check and more!



The iTalk system's default is Touch Tone Press 8* to use Speech Recognition.

How to use the iTalk system

Dial: 888-960-2265

Follow the menu prompts

Enter your account number and PIN

- Brand new users will establish a PIN by keying in their account number and full social security number.
- For account transactions and inquires, you'll always be asked to enter your account number and PIN.

Quick Tips

Press 3* -- Main Menu

Press * -- Go Back

Press # -- Repeat

iTalk is smart and removes options that do not pertain to your account - so some of the features may not be listed on your menus.

Press or Say

1

Account Balance

Press or Say

2

Account History

Press or Say

3

Transfer Funds or Make a Payment

Press 1 to transfer funds immediately

Press 2 to schedule a funds transfer

Press 3 payments

Press 4 hear existing scheduled transfer

Press 5 to delete a scheduled transfer

Press or Say

4

Card Services

Press 1 to activate a card

Press 2 to deactivate or report a card lost or stolen

Press or Say

5

Stop Payments

You have to type in your account #, PIN and last 4 of social

Press 1 to stop a payment

Press 2 for a stop payment inquiry

Press or Say

6

Merchant Check Verification

Merchant must have a check in front of them to verify the

Press or Say

7

More Options

Press 1 to change your PIN

Press 2 for Interest Rates

Press 3 to change Overdraft Options

Press or Say

8

Order or Re-Order Checks

This will transfer you to Harland Clark's Toll Free #

Press or Say

9

Bank Information