



AMERICAN  
STATE BANK

iTalk



24/7 Telephone Banking

866.582.8440

The system default is **Touch Tone**

Press **8** then **\*** key to use **Voice Recognition**

## How to use iTalk...

Dial: 866.582.8440

Follow the menu prompts

Enter your account number and PIN

- In order to verify your identity, the first time you call in you'll need to enter your account number, followed by your Social Security Number. This is the only time you will be asked to enter your Social Security Number.

- You will then be prompted to re-register your PIN (Personal Identification Number). Your PIN must contain four (4) characters. Once your PIN has been set up, you will be allowed three (3) failed attempts to log in before being locked out. You must contact the Bank to have your login access unlocked. Your account access will become dormant after 180 days of inactivity, and at that time you must contact the Bank to reactivate your login account.

- For account transactions and inquiries (balances, interest, etc.), you'll always be asked to enter your account number and PIN.

## Quick Tips...

For the **Operator** Press **0**

To use **Voice Recognition** Press **8** then the **\*** key

For the **Help Menu** Press **1** then the **\*** key

For the **Main Menu** Press **3** then the **\*** key

To **Go Back** Press the **\*** key

To **Skip** Press **5** then the **\*** key

To **Repeat** Press the **#** key

To **Hang Up** Press **7** then the **\*** key

## Press or Say...

**1** for **Account Balances**

- Checking Accounts
- Savings Accounts
- Loan Accounts
- CD Accounts

**2** for **Account History**

1. Withdrawals
2. Deposits
3. ATM Transactions
4. All Transactions
5. Check Number
6. Amount

**3** to **Transfer Funds or Make a Payment**

1. Transfer Funds Immediately
2. Make an Immediate Cross Account Transfer
3. Schedule a Funds Transfer
4. Schedule a Cross Account Transfer
5. Payments
6. Hear Existing Transfers
7. To Delete an Existing Transfer

**4** for **Card Services**

1. Activate a Card
2. Deactivate or Report a Card Lost or Stolen
3. Reorder a Debit Card
4. Change a Debit Card PIN

**5** for **Future Dated Transactions**

1. Hear ACH Transactions
2. Hear Existing Scheduled Transfers

**6** to **Change Your iTalk PIN**

