

# **CU\*TALK CHANGE REQUEST: CONFIGURATION**

Rev. September 7, 2022

Use this form to change the configuration parameters and/or general messages used by CU\*TALK Audio Response for your credit union. **Please fill out this form electronically; handwritten copies are not accepted by our third-party recording resource.**

Credit Union Name \_\_\_\_\_ CU# \_\_\_\_\_  
Completed by \_\_\_\_\_ Date \_\_\_\_\_

We are interested in having a special phone number just for our members. Please have someone contact me.

## ***Submitting This Form***

After filling this form out electronically, click the File menu and choose Save As and save the document (use any name and location you like). Then attach the file to an email message and send it to [csr@cuanswers.com](mailto:csr@cuanswers.com). All changes submitted by the 10th of the month will be implemented within 14 business days. Changes received after the 10th deadline will not be implemented until the following month.

## ***Secondary Greeting***

The initial Audio Response system greeting is: "Thank you for calling your credit union's telephone account access system." You may choose to have an additional, secondary greeting that identifies your credit union or your audio response product name after the member enters the credit union access code. Please specify the text exactly as you wish it to be read. Do not use abbreviations unless you want them to be read that way (i.e., use "Credit Union" if you want that to be read; use "CU" and it will be read as the letters C U).

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The initial greeting is plenty; we do not wish to use a secondary greeting.

## ***Credit Union Locations/Hours Message***

CU\*TALK Audio Response allows for a free-form message under the heading "Credit Union Locations and Hours." This can be used to list credit union branch locations, business hours and other special information (such as shared branching sites). Please specify the text exactly as you wish it to be read. Do not use abbreviations unless you want them to be read that way

(i.e., use “Credit Union” if you want that to be read; use “CU” and it will be read as the letters C U).

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### ***Configuration Parameters***

This section contains other configuration parameters that can be set up to allow access to optional features, control member access to certain account types, etc. Remember that if your credit union also offers **It’s Me 247** Online Banking Services, the settings below will affect both systems. It is not possible to use different settings for each system.

Yes No

- Allow Audio Response for your credit union members? *(Members will still need to be enrolled in CU\*BASE.)*
- Should CU staff be allowed to set specific custom PIN/passwords based on a member request?
- Should Audio/Home Banking transactions be considered Regulation E?
- Allow a member to stop payment on a check?  
If checked, how long should these stop pay orders be retained before purging?  
 Days  Months
- When calculating available balance for share accounts, deduct par value from the current balance?
- When calculating available balance for share accounts, deduct uncollected funds from the current balance?
- When calculating available balance for certificate accounts, deduct the penalty from the current balance?