

# CU\*TALK CHANGE REQUEST: RATE MESSAGES

Rev. March 3, 2017

Use this form to update the recorded messages that are used to read savings, certificate, and loan rates to your members in CU\*TALK audio response. **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.

## Instructions

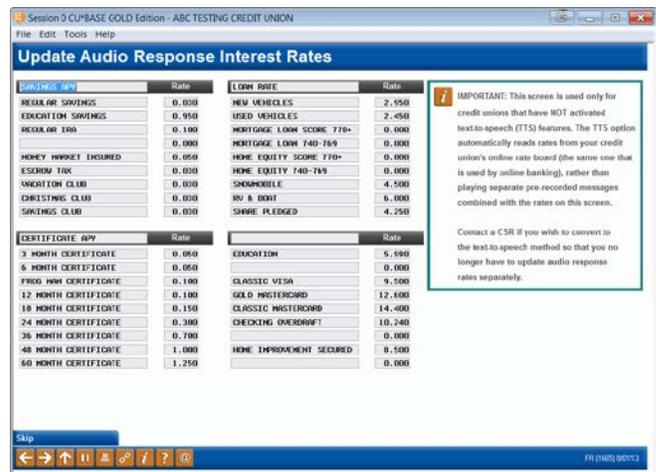
Rates for up to 9 different savings products, 9 different certificate products, and 18 different loan products can be read to members in CU\*TALK. All messages are professionally recorded by a third-party company, so be sure that the text below is complete and reads exactly the way you want the recording to be made. The system will read this text then finish the sentence with the rate figures pulled from CU\*BASE (such as “*The APY for our regular savings account is one point zero two five percent*”).

⇒ IMPORTANT: All savings/certificate rates are expressed as Annual Percentage Yields, so be sure to include that verbiage or “APY” in your descriptive text. If you wish the text to read “annual percentage yield” be sure to spell it out in your description. If the text reads APY the voice will read it as the letters A P Y. Loan rates are expressed as “rates” but your text can read “interest rate” if appropriate.

## Changing Your Audio Rates

The actual APYs/rates that are read in Audio are configured using **Tool #882 Update ARU Interest Rates**, using the screen shown here.

Remember that the descriptions on the screen are for your information only to remind you what rate goes on which line. CU\*TALK just reads a recorded message #1, then rate #1, then recorded message #2, then rate #2, and so on. If you rearrange these without also



submitting a request for the recordings to be modified, the rates won't match the product descriptions the member hears!

### ***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.

## *Savings Annual Percentage Yields*

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#	<i>Product Name</i>	<i>Descriptive Text to be Read to the Member</i>	<i>Special Instructions</i>
What is the number in front of this rate on your CU*BASE screen?	What description appears on the CU*BASE screen for this rate?	What text would you like the recorded voice to say just before reading the rate? (Remember that the rate comes from the CU*BASE screen, so don't include any rates here!)	Are there any words in your text that might be difficult for someone to pronounce correctly? Spell them phonetically.

Rates for these items have already been updated on my CU\*BASE configuration screen

Please contact me about coordinating a rate change to coincide with the new recording(s)

## Certificate Annual Percentage Yields

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#	Product Name	Descriptive Text to be Read to the Member	Special Instructions
What is the number in front of this rate on your CU*BASE screen?	What description appears on the CU*BASE screen for this rate?	What text would you like the recorded voice to say just before reading the rate? (Remember that the rate comes from the CU*BASE screen, so don't include any rates here!)	Are there any words in your text that might be difficult for someone to pronounce correctly? Spell them phonetically.

Rates for these items have already been updated on my CU\*BASE configuration screen

Please contact me about coordinating a rate change to coincide with the new recording(s)

