

Notice of Change to the Call 24 Service!

PCCU is switching telephone banking providers. The new service is called CU*TALK. CU*TALK can be accessed by calling 800-560-5050 only!

Step-by-step instructions make it easy to use CU*Talk:

1. Using your touch-tone phone, call: **1-800-560-5050**
2. You will be asked to enter your member number. Then press the # key. Next, you will be prompted to punch in your Personal Identification Number (PIN). Enter your PIN and press the # key. Be Careful—if you enter the PIN incorrectly three times, your PIN will be disabled. You must contact the credit union directly for reactivation.
3. First Time Users - Your PIN number will be the last four digits of your Social Security number. For security purposes, after you enter the system, you will be prompted to change your PIN.
4. From this point on, the CU*Talk procedure will vary depending on the transactions you wish to complete. CU*Talk will guide you through each step. Hint: This first set of options includes a brief tutorial (press "0") with tips and hints for using the system. You can press * to return to the main menu at any time.
5. When you have finished your last transaction, simply hang up the phone.

MAIN MENU OPTIONS

- 1 Account inquiries, including balances and a list of recent transactions
- 2 Perform money transactions, including transfers
- 3 Hear current CU rates or calculate estimated loan payments
- 4 Change your PIN
- 5 Change to a different member number
- 6 Other CU services, including locations and hours
- 8 Repeat this menu
- 9 End the call
- 0 Hear the tutorial (Press * when done with the tutorial to hear the menu again)

COMMON SUFFIXES

Savings.....	000
Checking.....	140
Holiday Club.....	030
Savers Plus	010
Premier	025
Pinnacle.....	027

Certificate and loan suffixes are printed on your statement.



TIPS FOR FIRST-TIME USERS

The first time you log in to your accounts in online banking, you'll need to enter your account number and temporary password. Your temporary password is the last four digits of your Social Security number. You'll be required to change that to a permanent password in order to finish logging in the first time.

- To keep your accounts secure, choose a password that is easy for you to remember but difficult for others to guess.
- Don't use a birth date, or a child's or pet's name. Instead, use a combination of letters and numbers, or add symbols, or use a combination of uppercase and lowercase letters to make it more difficult for someone to guess.
- Never write down your password or share it with others!
- Look for other tips on choosing a secure password when you log in for the first time.

After you log in, you'll be asked to provide answers to three Security Questions that you get to choose. If you forget your password later, you'll just need to answer these questions and online banking will help you set up a different password and get logged in.

CONNECTING TO IT'S ME 247

1. Enter **www.parkcitycu.org** in the address line of your browser software.
2. When our website appears, click the It's Me 247 Online Banking Login buttons.
3. Enter your account number (or username, if you have one) and click Next.
4. Enter your password and click Next. If you have logged in before, you will also need to answer one of your chosen security questions, now.
5. First time users, follow the instructions on your screen to change your temporary password and set up your security questions and other settings.
6. When the It's Me 247 screen appears, you are in!



If you have questions about CU*Talk or It's Me 247 Online Banking, do not hesitate to call us at **715-536-8351** during office hours. We will be glad to assist you.