



iTalk – your Voice Teller system

Get Started! Call 1-877-234-2288

Enter your Member Number and your PIN. For first-time access, you will need to call from the number we have on file and verify your SSN. You will be prompted to select a new PIN, minimum of 4 digits, maximum of 15. Your new PIN cannot start with zero.

Menu Options

Press 2 for Spanish or stay on the line for English. At any time, press 8 to utilize Voice Recognition instead of key enter functions. Press 1* anytime for help. Press 3* anytime inside of an option menu to switch back to the main menu*

- **Press 1 for account balance**
 - a. Press 1 for checking, 2 for savings, 3 for loan account or 4 for Certificates and IRAs
 - b. Press 9* anytime to switch to a different account
- **Press 2 for account history**
 - a. Press 1 for deposits, 2 for withdrawals, 3 for all transactions, 4 for cleared checks, 5 for amount or 6 for date
 - i. History plays 5 transactions at a time
- **Press 3 for ACH transactions**
 - a. Press 1 for checking, 2 for savings, 3 for loan account or 4 for Certificates and IRAs
- **Press 4 for transfers or to make a payment**
 - a. Press 1 to transfer funds immediately, press 2 to transfer to another member immediately, press 3 to make a payment, press 4 to hear existing transfers
- **Press 5 for card services**
 - a. Press 1 to deactivate or block a card, press 2 to activate, press 3 to reorder a card
- **Press 6 for account information by email**
 - a. Continue with this same account? 1 for yes, 2 for no.
 - b. Your account transactions from the last statement date will be emailed to the address we have on file. Press 1 to continue or 2 contact a member service representative. You will receive a confirmation number if the email is successful – this may take a moment.
- **Press 7 for stop payments**
 - a. Press 1 to stop specific check number, 2 for a range of numbers, or 3 for a stop payment inquiry
- **Press 8 to change your access code**
- **Press 9 for other options**
 - a. Press 1 for Merchant Check Verification or 2 for Dealership Payoff Information

800.533.8396 | www.greatnwfcu.com

Branches Located in: Aberdeen, Raymond, Long Beach, Ocean Park & Chehalis