

Credit Union Connection Guide

Voice Command Service w/ Dialpad option

Voice Command Information

Credit Union Connection allows you the ability to interact with the platform through voice commands in an interactive experience, have access to an expanded array of knowledge content, not just your balances and transactions, and have a fully self-service experience, including PIN resets!

This guide provides examples of various phrases that are tied to account functions, as well general TwinStar CU information.



Credit Union Connection
800.258.3115 - Nationwide
360.754.8228 - Olympia Area

Account Phrase Examples

Enrollment & PINs

- Enroll my account
- Change my PIN
- I don't remember my PIN

Balances & Account Info

- Account balances
- What is my savings/checking account balance?
- What is my loan balance?
- What is the available credit on my credit card?
- How much is the next payment on my credit card?

Recent transactions

- Recent transactions on my account
- Recent transactions on my credit card

Transfers & Payments

- I'd like to make a transfer
- Transfer from checking to savings
- Make a payment to my loan
- Transfer from savings to my credit card
- Transfer funds to savings account

General Information Phrase Examples

Hours & Locations

- What are your hours?
- Where are the nearest branches?
- Where is the closest ATM location?
- Are you open on Saturdays?
- Are you open now?

Membership

- How do I join TwinStar?
- I want to become a member
- What are membership requirements?
- Are there any membership fees?

Accounts

- What is my account number?
- How do I update my contact information?
- Where can I find my account statements?
- I'd like to open a business account

Loans

- How can I apply for a loan?
- What's the status of my loan application?
- What is the payoff amount for my loan?
- Can I get preapproved for a loan?

Disputes & Security

- How do I dispute a charge?
- I'd like to report fraud on my account
- How do I temporarily turn off my card?
- Should I notify you before making a large purchase?

Deposits & Payments

- How do I setup direct deposit?
- How do I get a cashier's check?
- How do I setup recurring payments to my loan?
- What is my loan payment grace period?
- How do I setup Apple Pay?
- How do I make a principal only payment to my loan?

General Info

- What is TwinStar's routing number?
- What is your mailing address?
- Can I use any ATM?
- Are you hiring?
- Are my deposits insured by the NCUA?
- Are notaries available at branches?

Dialpad information

A new dialpad option is now available in Credit Union Connection! To use this new feature, you will first need to register your account and set up a PIN via the voice command process. Once completed, you'll be able to say "dialpad" and connect with the new feature. The dialpad offers the ability to retrieve balances, transfer funds, make payments, receive recent transactions, and change your PIN by way of pressing dialpad number selections.

Important Info

To use the dialpad menu, you will first need to register your account and set up a PIN via the voice commands process.

Once completed, you'll be able to say "dialpad" and connect to the new feature.

How to Connect to the Dialpad

- **Option 1:** Press 1 during the initial Credit Union Connection greeting
- **Option 2:** Say "dialpad" while using voice commands

Dialpad Main Menu

Main Menu after a Member Number and PIN are successfully entered:

1. Account Balance
2. Recent Transactions
3. Transfer Funds or Make a Payment
4. Change Telephone Banking PIN

The Change Telephone Banking PIN option is only available if account registration was completed with a PIN via voice commands.

Press Anytime while using Dialpad

9. Return to the Main Menu
- #. Hear the options again
- *. Return to the previous menu
0. Speak to an agent

At any time, while using the dialpad menu, the options listed above will be available to select.

1.) Account Balance

1. Checking
2. Savings
3. Loan
4. Card [Visa Credit Cards]

When an option is above selected, if multiples of those are set up on the account, the dialpad menu will list all available options.

Current and available balances will be provided.

2.) Recent Transactions

1. Withdrawals
2. Deposits
3. All Transactions

When an option above is selected, the dialpad will list all available account, loan or credit card options.

The three most recent transactions are provided with an option to hear additional transactions.

3.) Transfers & Payments

1. Transfer Funds
2. Make a Payment

Transfers from a Visa Credit Card and a Home Equity Line of Credit are currently not available via voice commands or the new dialpad menu.

