

Ultra Voice

****Even if you used the previous version of Ultra Voice you must re-enroll due to new security features****

PLEASE NOTE: THE PIN PREVIOUSLY USED WILL STILL WORK WITH THE NEW SYSTEM. IF YOU DO NOT HAVE A PIN OR ARE NOT SURE WHAT YOUR PIN IS PLEASE CALL THE CREDIT UNION AT (336) 727-2663 OR (336) 788-5007.

To Set Up New Ultra Voice:

1. Call (336) 748-3500
2. Press * to enroll
3. Enter User ID (Account /Member Number)
4. Enter current pin

Follow the next 4 steps to set up security.

Please be sure to listen carefully to prompts!

1. Phone number for Account

System will ask if this is the phone number to associate with this account. If yes, press 1. If not, key in number including area code. System will ask if this is your mobile, home or work number, press the corresponding number to continue.

2. Challenge Questions

Choose **3** challenge questions from the following:

- #1-*Oldest sibling's birth date*
- #2-*Youngest sibling's birth date*
- #3-*Number of grandchildren*
- #4-*Last 4 digits of your childhood phone number*
- #5-*Age on your first date*
- #6-*Number of pets you had before age 10*
- #7-*Street number of your childhood home*
- #8-*Number of schools attended*
- #9-*Your anniversary date*

3. Personal Message

You can record the personal message of your choice **OR** choose one (1) of the following:

- * *Will you succeed-Yes you will indeed*
- * *Today is your day*
- * *The rain in Spain remains mainly on the plain*

4. Choose new pin

Enter 4-digit pin number

You are now ready to use Ultra Voice! See Steps on Reverse.

To Use Ultra Voice AFTER Enrollment:

When you call you will be required to enter your member/account number, your PIN, answer your challenge question and verify your phrase.

Choose from the following:

Press 1 - Balances and Transaction History

Press 2 - Transfers and Loan Payments

*Do not use decimals. For example, \$75.00 would be entered as 7500.

Press 3 - Bill Payment

***Note-Bill payees must first be set up in Online Banking to use this function.**

Press 4- Alerts

* Note-Alerts must first be set up in Online Banking to use this function.

Press 5- More Options

Press:

- 1) Locations
- 2) Stop Payments
- 5) Tax Information
- 6) More Options
 1. Personal Preferences
 1. Manage Alerts
 2. Change Pin
 3. Change Phone
 5. Check Withdrawal
- 7) Hear First Choices Again