

## **KEEP IN MIND THESE HELPFUL TIPS**

Press the # key when asked. This signals CU\*Talk to act upon your entry.

Keep your PIN number confidential. This protects your privacy and keeps others from gaining access to your accounts.

When entering dollar amounts, decimals are not required. For example, you would enter \$25.00 as 2500.

Be extra careful when entering your member number and PIN. Entering a PIN incorrectly three times will disable access to that account through CU\*Talk. If this happens, contact MidUSA directly for reactivation.

**Call 1-800-238-1969 to  
access CU\*Talk today!**

**Plaza Office**  
3600 Towne Boulevard, Middletown  
Office and Drive Thru Hours  
Monday-Friday, 9:00am-6:00pm  
Saturday, 9:00am-12:00pm

**Crawford Office**  
1201 Crawford Street, Middletown  
Office Hours  
Monday-Thursday, 9:00am-5:00pm  
Friday, 9:00am-6:00pm  
Saturday, 9:00am-12:00pm  
Drive Thru Hours  
Monday-Thursday, 8:15am-5:00pm  
Friday, 8:15am-6:00pm  
Saturday, 9:00am-12:00pm

**Kettering Office**  
21 West Dorothy Lane, Kettering  
Office and Drive Thru Hours  
Monday-Friday, 9:00am-7:00pm  
Saturday, 9:00am-1:00pm

**Trenton Office**  
933 West State Street, Trenton  
Office and Drive Thru Hours  
Monday-Thursday, 9:00am-5:00pm  
Friday, 9:00am-6:00pm  
Saturday, 9:00am-12:00pm

**Liberty Township Office**  
6752 Cincinnati-Dayton Road, Liberty Township  
Office and Drive Thru Hours  
Monday-Friday, 9:00am-6:00pm  
Saturday, 9:00am-12:00pm

**Vandalia Office**  
536 West National Road, Vandalia  
Office and Drive Thru Hours  
Monday-Friday, 9:00am-6:00pm  
Saturday, 9:00am-1:00pm

**All Locations**  
(513) 420-8640 (937) 610-3390 (800) 633-8905  
[www.midusacu.org](http://www.midusacu.org)



## **CU\*Talk Telephone Banking Flow Chart**

## 1. Account Inquiries

### 1. Account Balances

1. All Accounts
2. Specific Accounts
8. Repeat Offerings
9. End Call
- \* Return to Previous Menu

### 2. Cleared Check Info

Enter Account Suffix, then #

1. Last 10 Checks
2. Specific Check
8. Repeat Offerings
9. End Call
- \* Return to Previous Menu

### 3. Recent Transactions

Enter Account Suffix, then #

1. Last 5 Deposits
2. Last 5 Withdrawals
3. Last 5 ATM/Debit Transactions
4. Last 5 Transactions
8. Repeat Offerings
9. End Call
- \* Return to Previous Menu

### 4. Paid Interest / Dividend Info

1. Total Previous Year IRS Reportable
2. Dividends/Interest Paid—All Accounts
3. Dividends/Interest Paid—Specific Account
5. Access Different Account #
8. Repeat Offerings
9. End Call
- \* Return to Previous Menu

## 5. Status of Loan Accounts

1. All Loan Accounts
2. Specific Loan Account
5. Access Another Account #
8. Repeat Offerings
9. End Call
- \* Return to Previous Menu

## 6. Perform Money Transactions

See Option 2 - "Perform Money Transactions" below.

### 8. Repeat Offerings

### 9. End Call

\* Return to Previous Menu

## 2. Perform Money Transactions

### 1. Transfer Funds

### 2. Transfer to Another Member Account

### 3. Request a Check

### 5. Access Different Account #

### 8. Repeat Offerings

### 9. End Call

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## 3. CU Rates / Loan Estimates

### 1. Current Savings APY

### 2. Current CD Annual Yields

### 3. Current Loan Rates

## 4. Perform Loan Estimate Calculation

1. Loan Payment
2. Loan Term
3. Request a Loan App Mailed
5. Request a Loan Officer to Call
8. Repeat Offerings
- \* Return to Previous Menu

## 8. Repeat Offerings

## 9. End Call

\* Return to Previous Menu

## 6. CU Services

### 1. Stop Payment

### 4. Request a Loan App. Mailed

### 5. Request a Loan Officer to Call

### 6. CU Locations / Hours

### 8. Repeat Offerings

### 9. End Call

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