



THE STATE BANK GROUP®



Quick Tips for Accessing our New and Improved 24-Hour Bank by Phone (iTalk) 888-292-1263

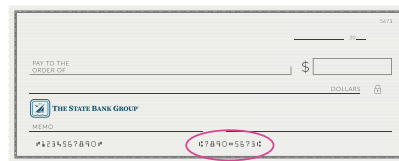
Accessing and enrolling in our new 24-Hour Bank by Phone (iTalk) system is as easy as **1,2,3.**

- 1** The first time you call, you will be asked to authenticate your information by providing your full account number,* your PIN and the last 4 digits of your Social Security number.
- 2** Be sure to call from the phone number you have used previously for dialing into Bank by Phone (iTalk).
- 3** Once you are in the system, you will be prompted to create a new PIN.

The next time you call in to Bank by Phone (iTalk), you will be asked to enter your account number and PIN.

If you would like to change your PIN at any time, you will have the option to do so from the menu options within Bank by Phone (iTalk).

*If you do not know your account number, you can easily find it on the bottom of one your TSBG checks.



Bank by Phone (iTalk) Global Keys and Commands

Banking

Bank by Phone (iTalk) has global commands that can be invoked from almost anywhere within the IVR. Here is a list of these commands:

Purpose	DTMF Key	Verbal command
Go to Main Menu	3*	Main Menu
Change currently authenticated customer	9*	Change Account, Change Account Number, Change Account ID
Go to customer service	0	Agent, operator, customer service, customer service representative
Return to previous menu	*	Go back, back
Repeat (Unavailable within list where caller is expected to select an option)	#	Repeat, Repeat That
Hear a list of global commands	1*	Help
Switch between Voice Recognition and Touchtone	8*	Touchtone
Hang up	7*	Hang up, goodbye

Five commands are reserved for use within navigation lists meaning they are only globally available while the caller is within a list. Notice the # key is used differently within a list than on menus.

Purpose	DTMF Key	Verbal command
Next item in list	1	Next
Previous item in list	2	Previous
Select (item from List)	#	(voice requires a yes or no response)
First item in list	3	First
Last item in list	4	Last