



# Introducing Voice Banking with

# Adel



When you call Citadel Credit Union at **800.666.0191**, Adel will be your first interaction point and replaces the traditional dial-pad menu with a new voice-driven experience to service your call. Adel will be able to help you get quick answers to common banking questions, complete account inquiries, and conduct routine transactions.

## How Can Adel Help?

- ✓ 24/7 account access
- ✓ On-the-go convenience
- ✓ Transfer funds, get account balances, and review recent transactions
- ✓ Quick answers to common banking questions

## How to Enroll

Simply state **“check my balance”** and Adel will assist you through the enrollment process. You must be calling from a phone number that is listed is on your account.

Adel will ask for your account number and access code – since this is your first time say **“I don’t have an access code”** or **press 1 to set your code**. This is a one-time set up.

## Voice Banking Transactions

### Savings and IRA Accounts

- Balance and transaction history
- Transfer within account

### Checking and Money Market

- Balance and transaction history
- Transfer within account
- Cleared checks

### Personal Loans

- Balance and transaction history
- Last and next payment information
- Make a payment from your savings or checking account

### Credit Cards

- Balance inquiries
- Last and next payment information
- Make a payment from your savings or checking account

### Mortgage Loans

- Balance inquiries
- Next payment date
- Make a payment from your savings or checking account

## Tips for Voice Banking

- When entering numerical information, such as your account number, press # on your phone’s touch pad at the end of each entry, and Adel will know you are done.
- Say **“back to the main menu”** or **“cancel”** if you need to start over.
- Say **“speak to a representative”** to be connected with a Citadel representative.
- Say **“back”** at any point to repeat the previous step in the call.
- When you need to work with a different member account, you will need to hang up and call back to enter the other 6-digit member account number and access code.
- When setting an access code, you will be authenticated using the phone number you are calling from.