# GULF COAST BANK iTalk

## 24/7 Telephone Banking

**Vermilion Parish: (337) 892-3100**

**Lafayette Parish: (337) 989-5010**

The iTalk system's default is **Touch Tone**
Press **8** then the **\*** key to use **Voice Recognition**

## How to use iTalk

Dial: 337-892-3100 or 337-989-5010
Follow the menu prompts
Enter your account number and PIN

• In order to verify your idenity, the first time you call in you'll need to enter your account number, followed by your Social Security Number. This is the only time you will be asked to enter your Social Security Number.

• You will then be prompted to re-register your PIN (Personal Identification Number). Your PIN must contain a minimum of six (6) characters with a maximum of ten (10). Once your PIN has been set up, you will be allowed three (3) failed attempts to log in before being locked out. You must contact the Bank to have your login access unlocked. Your account access will become dormant after 180 days of inactivity, and at that time you must contact the Bank to reactivate your login account.

• For account transactions and inquiries (balances, interest, etc.), you'll always be asked to enter your account number and PIN.

## Quick Tips

For the **Operator** Press **0**
To use **Voice Recognition** Press **8** then the **\*** key
For the **Help Menu** Press **1** then the **\*** key
For the **Main Menu** Press **3** then the **\*** key
To **Go Back** Press the **\*** key
To **Skip** Press **5** then the **\*** key
To **Repeat** Press the **#** key
To **Hang Up** Press **7** then the **\*** key

**Press or Say**

**1** for **Card Services**
    **1** Activate a Card
    **2** Deactivate or Report a Card Lost or Stolen

**2** for **Account Balance**
    - Checking Accounts
    - Savings Accounts
    - Loan Accounts
    - CD Accounts

**3** for **Account History**
    **1** All Transactions
    **2** Withdrawals
    **3** Deposits
    **4** ATM Transactions
    **5** Check Number

**4** for **Future Dated Transactions**
    **1** Hear ACH Transactions
    **2** Hear Existing Scheduled Transfers

**5** to **Transfer Funds or Make a Payment**
    **1** Transfer Funds Immediately
    **2** Schedule a Funds Transfer
    **3** Make an Immediate Payment
    **4** Hear Existing Scheduled Transfers
    **5** Delete An Existing Transfer

**6** for **Stop Payments**
    **1** Stop Payment On A Specific Check #
    **2** Stop Payment Inquiry

**7** for **Merchant Check Verification**

**8** for **Bank Hours and Locations**
    **1** Vermilion Parish
    **2** Lafayette Parish

**9** to **Change Your PIN**