



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 or 7-digit member account number and access code.
- When setting an access code, you will be authenticated using the phone number you are calling from.