

# RITA – Touch Tone and Speech Guide



RITA Numbers:  
314-892-7878  
800-325-2696

## Contents:

- I. Welcome to RITA!
- II. Keypad Usage Walkthrough
- III. Voice Usage Walkthrough
- IV. "Quick Terms" - Trigger Terms For Quicker Access
- V. "Quick Keys" - Keypad Shortcuts For Quicker Access

## I. Welcome to RITA!

If you would prefer to interact with this application using only your telephone key pad, press 1.

If you would prefer to interact with this application using voice recognition, press 2.

## II. Keypad Usage Walkthrough:

### To access your accounts, press 1.

You will be prompted to enter your member number and PIN.

#### ⇒ To inquire on your accounts, press 1.

**For information on Checking Accounts, press 1** (*includes balance, withdrawals, deposits, specific check information*).

**For information on Savings or Money Market Accounts, press 2** (*includes balance, withdrawals, deposits*).

**For information on Certificate or Individual Retirement Accounts, press 3** (*includes balance, maturity date*).

**For information on Loan Accounts, press 4** (*includes balance, payoff, interest*).

#### ⇒ To request a stop payment, press 2.

A fee will be assessed for this service. To continue, press 1; to cancel, press 2.

#### ⇒ To transfer funds, press 3.

A list of available accounts will be provided. Enter the number from the list options given. You may also transfer to another membership, provided you have enrolled in Cross Member Transfer.

⇒ **To change your PIN, press 4.**

When selecting your new PIN, remember not to use a sequence of consecutive numbers, for example 1234 or 4444 and do not use the last four digit of your social security number.

⇒ **To make a check withdraw, press 5.**

To withdraw a check from your Checking Account, press 1; from Savings or Money Market Account, press 2.

⇒ **To repeat this menu, press 8.**

⇒ **To return to the previous menu, press 9.**

**For business hours, press 2.**

**For rate information, press 3.**

**To exit, press the star (\*) key.**

**To repeat this menu, press 8.**

### III. Voice Usage Walkthrough:

**When you hear the option you wish to use, please say it.**

My Accounts

Lost Card

Branch or ATM Information

PIN Change

Rates

**The system will then prompt you for more voice commands.**

#### IV. "Quick Terms" - Trigger Terms For Quicker Access:

**You may always say the phrase "Go Back" to go back to the previous menu. You may also say certain trigger terms, such as any of the following:**

Branch Info	Checking Transaction History	Loan Payment	Rates
CD Balance	Checks	Loan Rates	Savings Balance
CD Interest	Deposit Rates	Lost Card	Savings Debit History
CD Maturity	Funds Transfer	Merchant Check	Savings Deposit History
Change Member	IRA Balance	Money Market Balance	Savings History
Check Reorders	IRA Interest	Money Market Debit History	Savings Interest
Checking Balance	IRA Maturity	Money Market Deposit History	Savings Transaction History
Checking Debit History	Loan Balance	Money Market History	Stop Payments
Checking Deposit History	Loan Escrow	Money Market Interest	Transaction History
Checking History	Loan Information	PIN Change*	Withdrawal Check
Checking Interest	Loan Interest	Quick Check	

*\*When selecting your new PIN, remember not to use a sequence of consecutive numbers, for example 1234 or 4444 and do not use the last four digit of your social security number.*

#### V. "Quick Keys" - Keypad Shortcuts For Quicker Access:

After hearing "Welcome to RITA," press 1-1-1. This will take you to the Account menu.

Enter your member ID and press #.

Enter your PIN and press #.

Once your PIN is entered,

For Checking Account information, press 1-1-1.

For Savings Account information, press 1-1-2.

***Thank You For Using RITA.***