

Using Expert Mode

Once you've changed to Expert Mode, all you need to do is call Kinecta Phone:

- 1 Call 800.854.9846, Option 1.
- 2 Enter your account number and PIN, followed by the # sign. (For Spanish, press the * sign.)
- 3 When prompted, enter a service code from the list and press the # sign.
 - Codes can be entered at any time, during the message or after.
 - Press 09 to reach a Member Service Representative during regular business hours.
 - Press 99 to end your call.



24-Hour
Phone Banking:
Now, with timesaving
Expert Mode!



Kinecta Federal Credit Union
1440 Rosecrans Avenue
Manhattan Beach, CA 90266
800.854.9846 • www.kinecta.org
(8/03)



Kinecta Phone: 24-Hour Phone Banking Now, with timesaving Expert Mode!

Kinecta Phone puts Credit Union services at your fingertips 24 hours a day. Our automated voice response system allows you to handle many transactions whenever you choose. Available in English and Spanish, voice response is as easy to use as ever.

New! Timesaving Expert Mode

Who would have thought accessing your Credit Union accounts could get any faster?

A new enhancement has been added to Kinecta Phone to make your phone banking even faster – Expert Mode! Expert Mode features 2-digit service codes that let you skip the regular menu and go directly to your preferred menu selection using an Expert Mode code number. Get where you want to go – FAST!

TO CHANGE TO EXPERT MODE:

- Access Kinecta Phone by calling 800.854.9846, Option 1.
- Enter your account number and PIN followed by the # sign.
- Choose Option 5 (Other Services), then Option 2 (Change your Preferences), and Option 1 (Change to Expert Mode).
- Or call 800.854.9846 and have a Member Service Representative assist you.

Kinecta Phone Menu

1 FOR INQUIRIES

Expert Mode
Service Code

- 1 Specific account information **10**
- 2 Account Balances
 - 1 Savings and checking account balances **11**
 - 2 Loan balances **12**
 - 3 Certificate balances **13**
 - 4 All account balances **14**
 - * Exit this menu
- 3 Cleared checks, deposits, and withdrawals
 - 1 Cleared check information
 - 1 On a specific check **15**
 - 2 Range of checks **16**
 - 3 Last 15 checks cleared **17**
 - 4 Specific \$ amount in a transaction **18**
 - * Exit this menu
 - 2 Deposits made
 - 1 Last 15 deposits **19**
 - 2 Specific \$ amount in a transaction **20**
 - * Exit this menu
 - 3 Withdrawals made
 - 1 Last 15 withdrawals **21**
 - 2 Specific \$ amount in a transaction **22**
 - * Exit this menu
 - 4 All transaction history **23**
 - * Exit this menu
- 4 Interest or dividend information
 - 1 Interest and dividends for this year **24**
 - 2 Date and amount of the last dividend paid **25**
 - 3 Interest and dividends paid last year **26**
 - * Exit this menu
- 5 Loan information
 - 1 Mortgage **27**
 - * Exit this menu
- 6 Payroll information **28**
- * Exit this menu
- 7 Tax information
 - 1 Interest/dividends and tax withholding for this year **29**
 - 2 Interest/dividends and tax withholding for last year **30**
 - * Exit this menu

2 TO TRANSFER FUNDS

- 1 Transfer to another account
 - 1 Share to share transfers **31**
 - 2 Share to loan transfers **32**
 - 3 Loans to share transfers **33**
- 2 Transfer to another member's account
 - 1 Share to share transfers **34**
 - 2 Share to loan transfers **35**
 - 3 Loans to share transfers **36**

Expert Mode
Service Code

- 3 Transfer to credit card **37**
- 4 Transfer to mortgage loan **38**
- * Exit this menu

3 TO WITHDRAW FUNDS

- 1 Request a check for yourself **40**
- * Exit this menu

4 CREDIT CARD INFORMATION

- 1 Visa **50**
 - 1 Balance
 - 2 Payment information
 - 3 Transfer payment
 - * Exit this menu
- 2 MasterCard **51**
 - 1 Balance
 - 2 Payment information
 - 3 Transfer payment
 - * Exit this menu

5 FOR OTHER SERVICES

- 1 Change your password **60**
- * Exit this menu
- 2 Change preferences
 - 1 Change to expert mode **61**
 - 2 Change home fax number
 - 3 Change business fax number
 - 4 Change number of history transactions in a group
 - * Exit this menu
- 3 Stop payment on one or more checks **62**
- * Exit this menu
- 4 Order new checks
 - 1 Reorder the same styles of checks **63**
 - 2 Order a new style of checks **64**
 - * Exit this menu
- 5 Request copies by fax
 - 1 Request copy of account history **65**
 - * Exit this menu
- 6 Request copies by mail
 - 1 Request copy of account history **66**
 - 2 Request copy of a statement **67**
 - 3 Request copy of cleared check **68**
 - * Exit this menu

6 ACCESS ANOTHER KINECTA ACCOUNT **70**

7 TRANSFER TO A MEMBER SERVICE REPRESENTATIVE **09**

* TO END YOUR CALL **99**