

Kinecta Phone puts the services you want at your fingertips 24 hours a day. Our automated voice response system allows you to conduct many transactions whenever you choose. Available in English and Spanish, voice response is easier than ever to use.

Start using Kinecta Phone.

Enrolling is easy!

- Call Kinecta at **800.854.9846, Option 1** to be connected to our automated voice response system
- Enter your member number
- Select your Access Code
- The system will then verify the primary account holder's social security number
- Once your access code is set, you'll be able to call 800.854.9846, option 1 anytime and enjoy the convenience of Kinecta phone

Navigation Options

Need to go back? While in a menu, press * to go back to the previous menu.

Need to cancel? If you're prompted to enter information followed by the # sign, you can cancel by just pressing the # sign.

Kinecta Phone Menu

Welcome to Kinecta Phone

For English, please press 1

For assistance in Spanish, please press *

1) For Inquiries

- 1 Specific account information
- 2 Balances on accounts and loans
 - 1 Savings and checking account balances
 - 2 Loan balances
 - 3 Certificate balances

- 4 All account balances
 - * Exit this menu
- 3 Cleared checks, deposits, and withdrawals
 - 1 Cleared check information
 - 1 On a specific check
 - 2 Range of checks
 - 3 Draft History
 - 4 Specific \$ amount in a transaction
 - * Exit this menu
 - 2 Deposits made
 - 1 Last 15 deposits
 - 2 Specific \$ amount in a transaction
 - * Exit this menu
 - 3 Withdrawals made
 - 1 Last 15 withdrawals
 - 2 Specific \$ amount in a transaction
 - * Exit this menu
 - 4 All transaction history
 - * Exit this menu
- 4 Interest and dividend information
 - 1 Interest and dividends for this year
 - 2 Date and amount of the last dividend paid
 - 3 Interest and dividends paid last year
 - * Exit this menu
- 5 Mortgage loan information
 - 1 Mortgage loan inquiry
 - * Exit this menu
- 6 Payroll information
 - * Exit this menu
- 7 Tax information
 - 1 Interest, dividends and tax withholding for this year
 - 2 Interest, dividends and tax withholding for last year
 - * Exit this menu
 - * Exit this menu

2) TO TRANSFER FUNDS

- 1 Transfer within you account
 - 1 Share to share transfers
 - 2 Share to loan transfers
 - 3 Loan to share transfers
 - * Exit this menu
- 2 Transfer to another member's account
 - 1 Share to share transfers
 - * Exit this menu
- 3 Transfer to credit card
- 4 Transfer to mortgage loan
 - * Exit this menu

3) ACCOUNT WITHDRAWAL

4) Credit card information

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

5) For Other Services

- 1 Change access Code
 - * Exit this menu
- 2 Stop payment on one or more checks
 - * Exit this menu
- 3 Order new checks
 - 1 Reorder the same styles of checks
 - 2 Order a new style of checks
 - * Exit this menu

6) ACCESS another account

* To end your call

