

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

