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

2) **TO TRANSFER FUNDS**

1. Transfer within your account

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