

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. Press 2 for Spanish. Select Option 1 from the main menu to be connected to our automated voice response system
- Enter your member number
- Select your Access Code / PIN
- 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

**Start over?** While in a menu, press \* to return to the main menu.

**Repeat a menu?** Press # to repeat menus and information.

**Speak to a Member Service Representative?** Press 0 at any time!

## Kinecta Phone Menu

### 1. Balance Inquiries

1. Checking Account Balances
  1. Transaction History
2. Savings Account Balances
3. Money Market Balances
4. Certificate Balances
5. Credit Card Balances
6. Loans
  1. Vehicle Loan Balances
  2. First Mortgage Balances
  3. Second Mortgage Balances
  4. HELOC Balances
  5. Personal Loan Balances
  6. Student Loan Information
  7. Solar Loan Information

### 2. Transaction History - Transaction history is up to the last 90 days unless otherwise specified.

1. Checking Accounts
  1. All Transaction History
  2. Deposit History
  3. Withdrawal History
  4. Search by Check Number or Dollar Amount
  5. Search by Check Range
  6. Stop Payment
  7. Order Checks
2. Savings Accounts
  1. All Transaction History
  2. Deposit History
  3. Withdrawal History
3. Money Markets
  1. All Transaction History

2. Deposit History
3. Withdrawal History
4. Certificates
  1. All Transaction History
  2. Search by Dollar Amount
5. Credit Cards
  1. Recent Transactions
    1. Five Most Recent
    2. Last 7 Days
  2. Make a Payment
6. Loans
  1. Vehicle
  2. First Mortgage
  3. Second Mortgage
  4. HELOC
  5. Personal

### 3. Transfers

1. Within Account
  1. Share to Share
  2. Share to Loan
  3. Loan to Share
2. Another Account
  1. Share to Share
3. Credit Card
4. Mortgage

### 4. Order Checks

### 5. Withdrawal by Check

### 6. Travel Notification

### 7. Change Access Code/PIN

### 8. Access Another Account