

CALL-24

user guide

KCFCU's CALL-24 audio response service is designed with ease of use in mind. Keep these codes handy for quick reference. Simply follow the prompts below and enter your information with the telephone keypad.

CALL-24 phone numbers: **269.968.0786** or **800.245.3287**. After dialing into the system, you will enter your member number followed by the # key. You will then be prompted to enter your Personal Identification Number (PIN), also followed by the # key.

Member's Menu

1 Checking	2 Savings	3 Transfer Funds**	4 Visa® Credit Cards	5 Loans	9 More Choices
1 Transfer Funds**	1 Transfer Funds**	– From –	1 Make a Payment	1 Make a Payment	1 IRAs
2 Recent Activity	2 Recent Activity	1 Checking	2 Cash Advance	2 Transfer Funds	1 Recent Activity
1 Checks	1 Withdraws	2 Savings	3 Lost/Stolen Card	3 Recent Payments	2 Account Balance
2 Withdraws	2 Deposits	3 Loans	4 Account Balance	4 Account Balance	3 YTD Info
3 Deposits	3 All Transactions	4 Credit Card	5 Info Other	5 Info Other	4 Info Other IRAs
4 All Transactions	3 Account Balance	– To –	Credit Cards	Loan Accounts	2 Term Shares
3 Follow up on Specific Check	4 Lost/Stolen Card (ATM/Debit)	1 Checking	9 More Choices	9 More Choices	1 Recent Activity
4 Account Balance	5 Info Other Savings Account	2 Savings	1 New/Replacement Card	1 LOC Advance	2 Account Balance
5 Lost/Stolen Card (ATM/Debit)	9 More Choices	3 Loans	2 Credit Card History	2 Payoff	3 YTD Info
6 Info Other Checking Account	1 Withdraw by Check	4 Credit Card		3 Apply for New Loan	4 Info Other Term Shares
9 More Choices	2 YTD Info			4 YTD Info	3 Change Pin
1 Withdraw by Check					4 Business Hours
2 YTD Info					

Press **0** at any time to transfer to a Member Service Representative
Press ***** at any time to return to the Member's Menu

***Cross account transfers can be completed within this menu.*