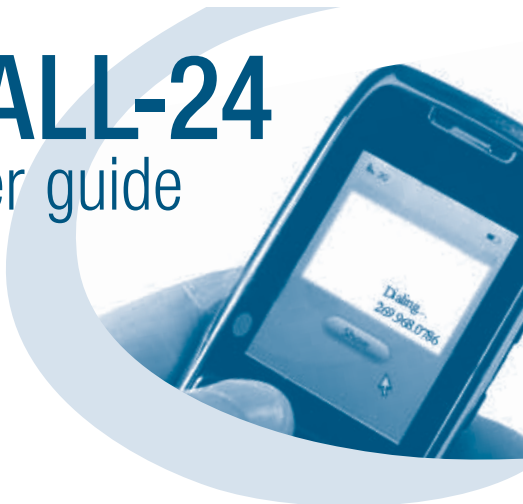


# CALL-24

## 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 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.

Quick reference codes located on reverse side.



# CALL-24

## user guide

### 1 Checking

- 1 Transfer Funds\*\*
- 2 Recent Activity
  - 1 Checks
  - 2 Withdraws
  - 3 Deposits
  - 4 All Transactions
- 3 Follow up on Specific Check
- 4 Account Balance
- 5 Lost/Stolen Card (ATM/Debit)
- 6 Info Other Checking Account
- 9 More Choices
  - 1 Withdraw by Check
  - 2 YTD Info

### 2 Savings

- 1 Transfer Funds\*\*
- 2 Recent Activity
  - 1 Withdraws
  - 2 Deposits
  - 3 All Transactions
- 3 Account Balance
- 4 Lost/Stolen Card (ATM/Debit)
- 5 Info Other Savings Account
- 9 More Choices
  - 1 Withdraw by Check
  - 2 YTD Info

### 3 Transfer Funds\*\*

- From –
- 1 Checking
- 2 Savings
- 3 Loans
- 4 Credit Card
- To –
- 1 Checking
- 2 Savings
- 3 Loans
- 4 Credit Card

### 4 Visa® Credit Cards

- 1 Make a Payment
- 2 Cash Advance
- 3 Lost/Stolen Card
- 4 Account Balance
- 5 Info Other Credit Cards
- 9 More Choices
  - 1 New/Replacement Card
  - 2 Credit Card History

### 5 Loans

- 1 Make a Payment
- 2 Transfer Funds
- 3 Recent Payments
- 4 Account Balance
- 5 Info Other Loan Accounts
- 9 More Choices
  - 1 LOC Advance
  - 2 Payoff
  - 3 Apply for New Loan
  - 4 YTD Info

### 9 More Choices

- 1 IRAs
  - 1 Recent Activity
  - 2 Account Balance
  - 3 YTD Info
  - 4 Info Other IRAs
- 2 Term Shares
  - 1 Recent Activity
  - 2 Account Balance
  - 3 YTD Info
  - 4 Info Other Term Shares
- 3 Change PIN
- 4 Business Hours

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.