



Instant Access Quick Reference Guide

KEMBA's 24-Hour Bank by Phone

KEMBA's Instant Access is a service that allows you to make inquiries about your accounts, transfer funds, or request check withdrawals 24 hours a day, seven days a week.

All you need to get started is your KEMBA account number, your Telephone Access Code*, and the Menu Guide on the back.

*If you are a first time user, Instant Access will help you select your Telephone Access Code.

24 HOUR LOAN & CREDIT CARD PAYMENTS

You can now make your KEMBA loan and credit card payments 24 hours a day, 7 days a week!

It's easy! Just go to the transfer menu (press 4), then select where you want your payment to come from (primary savings, checking, or a secondary savings account).

Instant Access will walk you through all the steps. It's much easier than mailing your payment.

Helpful Hints

- Enter dollar amounts correctly; For example, \$25.00 is 2500#.
- Allow the operator to finish speaking before you enter any numbers: this helps the system accurately identify the numbers entered.
- Check withdrawals are made out to the primary member **only** and mailed to the address on file.
- To end your call in the Menu Guide, press *.
- If you have any questions about using KEMBA's Instant Access, call us at 800.282.6420, option 4.

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Call 614.235.2395 or 800.282.6420

PRESS OPTION 1

Balance Inquiry Menu, press 1

- 1 Savings Information
- 2 Checking Information
- 3 Account Balances
- 4 Loan and Credit Card Information
- 5 List of Open Shares (Deposit Accounts)
- 6 List of Open Loans and Credit Cards
- 7 Checking and Savings Balance on a Specific Date
- 8 Loan and Credit Card Balance on a Specific Date

History Information Menu, press 2

- 1 Recent Payroll Deposits
- 2 Last Deposit
- 3 Recent Transactions
- 4 Loan and Credit Card History
- 5 Recent Deposits
- 6 Recent Transactions Activity Menu

Withdrawals by Check, press 3

Funds Transfers and Payments, press 4

Checking Information Menu, press 5

- 1 Checking Information
- 2 Check Number Inquiry
- 3 Recently Cleared Checks
- 4 Recent ACH Transactions

Loan and Credit Card Menu, press 6

- 1 Loan and Credit Card Payoff
- 2 List of Open Loans and Credit Cards
- 3 Loan and Credit Card Information
- 4 Recent Loan and Credit Card Payment History

Account Services Menu, press 7

- 1 YTD Information
- 2 Change Telephone Access Code
- 3 Login with Another Account Number
- 4 Change Interaction Mode

0 = Transfer to Representative

= Previous Menu

* = End Call