

## EXPERT MODE

Once you are comfortable using the 24-Hour Member Accessline, you can change from **Menu Mode** to **Expert Mode** for faster service.

To change, go to the "Additional Options Menu" (press 7), select the "Change Preferences" option (press 1), then select "Change to Expert Mode" (press 2). Use the Expert Mode Service Code List below to assist you.

### EXPERT MODE INSTRUCTIONS

After the greeting, enter your account number, followed by the pound (#) sign. Then, enter your personal access code, followed by the pound (#) sign. You must be in expert mode to use the service codes listed below.

## MENU MODE

1. Call (808) 245-6854 from any touchtone phone.
2. After the greeting, enter your KCFCU member account number followed by the # key.
3. Enter your personal access code, which consists of the last four digits of your Social Security Number, followed by the # key. (For security reasons, you should change your access code—go to Additional Options Menu and press 2, then 1.)
4. When prompted, enter the service code for your desired inquiry or transaction followed by the # key.
5. If you have more than one checking, savings or loan account, please refer to your account statement to find out which account ID number identifies each account. Listen to voice instructions in their entirety before pressing any phone keys.

### BALANCE INQUIRIES

- 10# – Share Balance
- 11# – Checking Balance
- 12# – Loan Balance
- 13# – Share List
- 14# – Loan List

### HISTORY INQUIRIES

- 20# – Share History
- 21# – Deposit History
- 22# – Loan History
- 23# – Check Number Inquiry
- 24# – Checking History
- 25# – Last Deposit
- 26# – Last Payroll Deposit
- 27# – Payroll History
- 28# – ATM History
- 29# – ACH History

*Make selections within 30 seconds or 24-Hour Member Accessline will automatically end your call.*

### MAIN MENU

- 1 – Balance Inquiries
- 2 – History Inquiries
- 3 – Transfers
- 4 – Checking Information
- 5 – Loan Information
- 6 – Withdrawals by Check
- 7 – Additional Options
- \* – To End the Call

### BALANCE INQUIRY MENU

- Press 1 then –*
- 1 – Share Balance
  - 2 – Checking Balance
  - 3 – Loan Balance
  - 4 – Open Share List
  - 5 – Open Loan List
  - # – To Return to Previous Menu
  - \* – To End the Call

### ACCOUNT TRANSFERS

- 30# – Savings to Checking
- 31# – Checking to Savings
- 32# – Share to Share
- 33# – Loans to Savings
- 34# – Loan to Checking
- 35# – Savings to Loan
- 36# – Checking to Loan

### LOAN INFORMATION

- 51# – Loan Payment Inquiry
- 52# – Loan Payment History
- 61# – Savings Withdrawal
- 62# – Loan Advance

### MISCELLANEOUS

- 81# – New Access Code
- 82# – Change to Menu Mode
- 85# – Change Transactions Count
- 91# – Dividend Paid
- 92# – Interest Paid
- 98# – Help
- 99# – Good-bye/Terminate Call

### HISTORY INQUIRY MENU

- Press 2 then –*
- 1 – Last Payroll Deposit
  - 2 – Last Deposit
  - 3 – Share History
  - 4 – Loan History
  - 5 – Deposit History
  - 6 – Recent Transaction Activity
- 1 – Checking History*
- 2 – ATM History
  - 3 – ACH History
  - 4 – Payroll History
  - 5 – Loan Payment History
  - # – To Return to Previous Menu
  - \* – To End the Call

### TRANSFER MENU

- Press 3 then –*
- 1 – Savings to Checking
  - 2 – Checking to Savings
  - 3 – Share to Share

## 24-HOUR MEMBER ACCESSLINE TRANSACTION GUIDE

### MENU MODE OR EXPERT MODE—IT'S UP TO YOU!

Service codes for both modes are included in this guide. Choose the one that works best for you.

### HELPFUL HINTS

- Dollar amounts are entered without decimals. For example:  
\$10.00 would be entered as 1000#  
\$10.25 would be entered as 1025#
- You have up to 10 minutes per call to complete your transactions. You may call as often as you like.
- Repeated unsuccessful attempts to access your account will cause the Accessline service to freeze up. If this should happen, call us at (808) 245-6791 for assistance.

## RECORD ACCOUNT AND ID NUMBERS HERE

*Do not write your personal access code*

▲ Regular Share	▲ ID#
▲ Share Draft Checking	▲ ID#
▲ Loan	▲ ID#
▲ Other	▲ ID#

### Kukui Grove West Office

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### WEB SITE

www.kfcu.org



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## 24-Hour Member Accessline Transaction Guide (808) 245-6854



## RECORD ACCOUNT AND ID NUMBERS HERE

*Do not write your personal access code*

	00
▲ Regular Share	▲ ID#
	01
▲ Share Draft Checking	▲ ID#
▲ Loan	▲ ID#
▲ Other	▲ ID#

### WITHDRAWALS BY CHECK MENU

- Press 6 then –*
- 1 – Savings Withdrawal
  - 2 – Loan Advance
  - # – To Return to Previous Menu
  - \* – To End the Call
- (Check withdrawals will be mailed the next business day.)*

### ADDITIONAL OPTIONS MENU

- Press 7 then –*
- 1 – Change Preferences
  - 1 – Change Access Code
  - 2 – Change to Expert Mode
  - 5 – Change the Number of History Transactions in a Group
- 2 – Year-To-Date Information
- 1 – Dividend Information
  - 2 – Interest Information
  - # – To Return to Previous Menu
  - \* – To End the Call