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.
# Instant Access Quick Reference Guide

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

## Checking Information Menu, press 5

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

## Funds Transfers and Payments, press 4

## 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

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**KEMBA Financial Credit Union**

A better way to bank

Personalized Service  
Outstanding Rates  
Individual Solutions